# Tamil Nadu Electricity Regulatory Commission’s Codes and Regulations

(As amended up to 31.03.2015)

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WHERAS the Tamil Nadu Electricity Regulatory Commission have published in the Tamil Nadu Government Gazette on different dates the following, namely:—

(1) The Tamil Nadu Electricity Supply Code (TNESC) (Notification No.TNERC/SC/7/1, dated 21-07-2004)

(2) The Tamil Nadu Electricity Supply (Amendment) Code, 2005 (Notification No.TNERC/SC/7-1, dated 22-11-2005)


(4) The Tamil Nadu Electricity Supply Code (Amending Regulation), (Notification No.TNERC/SC/7-2(1), dated 20-09-2006)


(7) The Tamil Nadu Electricity Supply (Second Amendment) Code, 2007 (Notification No.TNERC/SC/7-5, dated 23-08-2007)

(8) The Tamil Nadu Electricity Supply Code, Distribution Code and Standard of Performance (Amendment) Regulations, 2007 (Notification No.TNERC/SC/7-6, dated 03-12-2007)

(9) The Tamil Nadu Electricity Supply (Second Amendment) Code, 2007 (Notification No.TNERC/SC/7-7, dated 14-12-2007)

(10) The Tamil Nadu Electricity Supply (Second Amendment) Code, 2008 (Notification No.TNERC/SC/7-8, dated 06-06-2008)

(11) The Tamil Nadu Electricity Supply Code (TNESC) (Notification No.TNERC/SC/7-9, dated 31-07-2008)

(12) The Tamil Nadu Electricity Supply (Amendment) Code, 2008 (Notification No.TNERC/SC/7-10, dated 31-07-2008)

(13) The Tamil Nadu Electricity Supply (Amendment) Code, 2008 (Notification No.TNERC/SC/7-11, dated 15-12-2008)

(14) The Tamil Nadu Electricity Supply (Amendment) Code, 2009 (Notification No.TNERC/SC/7-12, dated 27-02-2009)


(16) The Tamil Nadu Electricity Supply (Amendment) Code, 2009 (Notification No.TNERC/SC/7-14, dated 29-06-2009)

(17) The Tamil Nadu Electricity Supply (Amendment) Code, 2009 (Notification No.TNERC/SC/7-15, dated 09-10-2009)

(18) The Tamil Nadu Electricity Supply (Amendment) Code, 2009 (Notification No.TNERC/SC/7-16, dated 29-12-2009)
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Tamil Nadu Electricity Regulatory Commission

Tamil Nadu Electricity Supply Code

Notification No. TNERC/SC/7/1 Dated 21-07-2004

WHEREAS under the Electricity Act, 2003 (Central Act 36 of 2003) the State Electricity Regulatory Commission shall specify an Electricity Supply Code to provide for recovery of electricity charges, intervals for billing of electricity charges, disconnection of supply of electricity for non-payment thereof, restoration of supply, tampering, distress or damage to electrical plant, electric lines or meter, entry of distribution Licensee or any person acting on his behalf for disconnecting supply and removing the meter, entry for replacing, altering or maintaining electric lines or electrical plant or meter;

AND WHEREAS the regulations providing for, among others, the Electricity Supply Code shall be subject to the condition of previous publication; and has accordingly undergone previous publication;

NOW, THEREFORE, under section 50 of the said Electricity Act, 2003, read with section 181 thereof and all other powers enabling in that behalf, the Tamil Nadu Electricity Regulatory Commission hereby specifies the following Code.

CHAPTER 1: PRELIMINARY

1. Short title and commencement
   (1) This Code may be called the Tamil Nadu Electricity Supply Code (TNESC).
   (2) It shall come into force on the date of publication of this Code in the Tamil Nadu Government Gazette.

2. Definitions
   In this Code, unless the context otherwise requires:
   (a) "Act" means the Electricity Act 2003 (Act No. 36 of 2003)
   (b) "Code" means the Tamil Nadu Electricity Supply Code.
   (c) "Commission" means the Tamil Nadu Electricity Regulatory Commission.
   (d) "Connected Load" means the aggregate of the manufacturer's rating of all equipments connected to the consumer's installation and of all portable equipments and also the capacity of the power source required to test manufactured products and repaired equipment in the installation.

1. Inserted as per Commission's Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-06-2007)
Explanation.— Where the rating is in terms of KVA, it shall be converted to KW by multiplying it by a power factor of 0.9 and where the rating is in terms of HP, it shall be converted to KW by multiplying it by a factor of 0.746.

(e) “Contracted Load” means the load specified in the agreement between the consumer and the Licensee engaged in the business of supplying electricity to him.

(f) “Contracted Demand” means the demand specified in the agreement between the consumer and the Licensee engaged in the business of supplying electricity to him.

(g) “Consumer” means any person who is supplied with electricity for his own use by a Licensee, the Govt. or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a Licensee, the Govt. or such other person, as the case may be;

(h) “Consumer Meter Card” means a card provided at the low tension consumer’s premises for the purpose of recording the measurements relating to consumption of electricity and the charges for electricity consumed and other related charges. It shall also serve the purpose of a notice to the consumer of the due dates for payment and notice period for disconnection.

1[{(hh) “distribution licensee” means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply.}]

2[{(i) “Engineer” means an engineer, by whatever name designated, employed by the licensee and is in charge of the local area of supply and includes any other person duly authorized by him or his superiors, to exercise any power of an engineer under this Code.”}]

(j) “Extra High Tension (EHT) consumer” means a consumer who obtains supply from the Licensee at Extra High Voltage.

(k) “High Tension (HT) consumer” means a consumer who obtains supply from the Licensee at High Voltage.

(l) “Low Tension (LT) consumer” means a consumer who obtains supply from the Licensee at Low or Medium Voltage.

(m) “Load” means connected load or contracted load, as the case may be.

1 Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-06-2007)
2 Substituted as per Commission’s Notification No. TNERC/SC/7-4, dated 25.5.2007 (w.e.f.13.6.2007) which before substitution stood as under:

“Engineer” means an engineer, by whatever name designated, employed by the Licensee possessing such qualifications as are approved by the Commission and is in charge of the local area of supply and includes any other person duly authorized by him or his superiors, to exercise any power of an engineer under this Code”. 
(n) “Load Factor” means the ratio of the Average Demand for the month in terms of Kilowatts to the Maximum Demand for the month in terms of Kilowatts and the ‘Load Factor’ shall be calculated to three decimal places and rounded off to two decimal places.

(o) “Month” “unless the context otherwise requires, shall mean a month reckoned according to the British Calendar. With reference to billing and payment, it shall mean the period between the date of meter reading in a particular month and the corresponding date of meter reading of the immediately succeeding or preceding month as the context requires.

(p) “Occupier” means the person in occupation (whether as owner or otherwise) of the premises where electricity is used or intended to be used;

1[(pp) “Person” shall include any company or body Corporate or association or body of individuals, whether incorporated or not, or artificial juridical person.]

(q) “Power Factor” means the ratio of the real power to the apparent power and average power factor means the ratio of the Kilowatt-hours to the Kilovolt-ampere-hours consumed during the billing month.

(r)“State Transmission Utility” means the Board or the Government Company specified as such by the State Government

(s) “Supply”, in relation to electricity, means the sale of electricity to a Licensee or consumer.

Words and expressions used in this Code but not defined either in this Code or the Act or the General Clauses Act 1897 (Central Act 10 of 1897) shall have the same meanings as understood in the Engineering and Commercial circles

1 Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007)
CHAPTER 2: ELECTRICITY CHARGES- BILLING AND RECOVERY

3. Categories of supply

Supply of electricity available to the consumer is of the following categories:

(a) Single-phase 2 wire 240 volts between phase and neutral for supply to a total connected load not exceeding 4000 watts (including power loads);

(b) Three-phase 4 wire 415 volts between phases and 240 volts between phase and neutral for supply to a total connected loads exceeding 4000 watts but not exceeding a demand of 112 KW;

(c) The consumer may elect to avail supply under any one of the above categories where the connected load does not exceed 4000 watts;

Explanation: If the connected load or demand of a LT consumer exceeds 50 kW, the consumer shall be provided with LTCT metering.

(d) Three-phase three wire supply at 11 kV or 22 kV depending on the voltage level existing in the area of supply shall be provided for a demand limit upto 3 MVA or 5 MVA as the case may be. However, the minimum demand shall be 63 kVA.

(e) The consumer shall be provided supply at 33 kV for a demand exceeding 3 MVA and upto 10 MVA if the area of supply is fed through 11 kV system and if the area of supply is fed through 22 kV system, supply at 33 kV shall be provided for a demand exceeding 5 MVA and upto 10 MVA;

(f) The consumer shall be provided supply at 110 kV for a demand above 10 MVA and upto 50 MVA;

(g) The consumer shall be provided supply at 230 kV for a demand above 50 MVA.

(2) In case of existing service connection / installation not conforming to the provision mentioned in Sub-Regulation (1), conversion of such service connection/installation to higher /lower voltage may be carried out based on the mutual consent between the Distribution Licensee and the Consumer duly

1. Substituted as per Commission’s Notification No. TNERC/SC/7-30 dated 17.2.2012 w.e.f. 21.3.2012

“Supply of electricity available to the consumer is of the following categories:-

a. Single-phase 2 wire 240 volts between phase and neutral for supply to a total connected load not exceeding 4000 watts (including power loads).

b. Three-phase 4 wire 415 volts between phases and 240 volts between phase and neutral for supply to a total connected load exceeding 4000 watts but not exceeding a demand of 112 KW.

c. The consumer may elect to avail supply under any one of the above categories where the connected load does not exceed 4000 watts.

d. Three-phase 3 wire, 11,000 volts and above between phases for power installation exceeding a demand of 112 KW, the minimum demand however being 63 KVA.

e. The consumer shall avail supply at 33 kV and above when the demand is 5 MVA and above.”
considering the capacities of the existing line/cable, transformer etc., and the cost-benefit analysis of such conversion.

1[Explanation: For this purpose of this sub regulation, existing service connection means the service connection or additional demand to the existing service connection, effected on or before 21.3.2012, the date on which the sub regulation(2) came into force.]

(3) If the consumer opts for higher levels of voltages for demands less than that specified, the consumer shall bear the extra expenses to be incurred by the licensee to provide supply at such higher voltages 4]

4[ (4) Notwithstanding anything contained in sub-regulation (1), where there is no 33 kV network in a specified area and the Distribution Licensee has to incur heavy expenditure to create the 33 kV network, the Chief Executive Officer of the Distribution Licensee may permit in specific cases to effect supply or additional load in 11/22 kV itself subject to technical feasibility. Such cases shall be recorded and communicated to the Commission. As and when 33 kV network is created in the area, such 11/22 kV supply shall be converted into 33 kV supply.]

4. Charges recoverable by the Licensee:

The charges, recoverable by the Licensee from the consumers are:

(1) Tariff related charges, namely,

(i) The price of electricity supplied by him to the consumer which shall be in accordance with the tariff rates as the Commission may fix from time to time, for HT supply, LT supply, and temporary supply and for different categories of consumers. 3[***]. Where it is intended to use Floor polishing equipments, welding equipments for repairs/ maintenance and such other portable equipments temporarily in a premises having permanent supply, such use shall not be treated as temporary supply for purpose of levying charges. It shall be construed as regular consumption under the permanent supply tariff.

(ii) Demand charges for HT supply and fixed charges for LT supply shall be payable by the consumer in accordance with the rates as the Commission may fix from time to time for different categories of consumers.

1. Inserted as per Commission’s Notification No. TNERC/SC/7-31, dated 29-11-2012 (w.e.f. 23-01-2013)
2. The word “temporary” omitted as per Commission’s Notification No.TNERC/SC/7-4, dated 25-5-2007(w.e.f.13-06-2007)
3. The expression “In case the [***] supply is for construction of residential houses, housing complexes, the tariff shall be Commercial Tariff till the completion of construction and to be changed to appropriate tariff on completion.” shall be omitted as per the Commission’s Notification No.TNERC/SC/7-33, dated 23-9-2013,(w.e.f.23-10-2013)
4. Inserted as per Commission’s Notification No.TNERC/SC/7-34, dated 25-11-2013(w.e.f.18-12-2013)
Disincentive for power factor

Every consumer shall maintain a power factor -
in case of LT supply, of 0.85; and
in case HT supply of 0.90

failing which he shall be liable to pay compensation by way of disincentive at such rates as the Commission may declare from time to time.

Additional charges for harmonics dumping

Where any equipment installed by a consumer generates harmonics, the consumer shall provide adequate harmonic suppression units to avoid dumping of harmonics into Licensee’s distribution system and the Licensee is at liberty to provide suitable metering equipment to measure the harmonic level pursuant to such harmonic. Where the consumer fails to provide such units, he shall be liable to pay compensation at such rates as the Commission may declare from time to time.

The tax or duty, if any, on electricity supplied or consumed as may be levied by the State Government which shall be credited to the Government account as per the directions received from Government from time to time.

At the time of extension of period of temporary supply, it shall be ensured that the advance current consumption (CC) charges are adequate. The CC charges shall be adjusted against the advance CC charges.

Miscellaneous charges, namely,—

(i) Capacitor Compensation charge;

(ii) Excess demand charge;

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1Substituted as per Commission’s Notification No. TNERC/SC/7-21, dated 25-10-2010 (w.e.f.1-08-2010) which before substitution stood as under:

“iii) Disincentive for power factor

Every consumer shall maintain a power factor-
in case of LT supply, of 0.85 lag and
in case HT supply, of 0.90 lag

failing which he shall be liable to pay compensation by way of disincentive at such rates as the Commission may declare from time to time. Likewise, the consumer who maintains the power factor above a specified level may be rewarded by way of incentive at such rates as the Commission may declare from time to time which shall be adjusted in the bill.”

2Substituted as per Commission’s Notification No. TN RC/SC/7-36, dated 01-07-2014 (w.e.f.06-08-2014) which before substitution stood as under:

Miscellaneous charges, namely,—

(i) Capacitor Compensation charge;

(ii) Excess demand charge;

(iii) Excess contracted load charge

(iv) Belated payment surcharge

(v) Additional security Deposit, when so called upon;

(vi) Service / Line shifting charge

(vii) Name transfer charge

(viii) Reconnection charge

(ix) Consumer meter card replacement charge

(x) Dishonoured cheque service charge

(xi) Meter related charges

(xii) Application Registration Charge

1[(xiii) Service Connection Charges]

2[(xiv)Excess demand and excess energy charges during Restriction and Control of supply]
(iii) Excess contracted load charge
(iv) Belated Payment Surcharge
(v) Additional Security Deposit, when so called upon
(vi) Service/line/structure/equipments shifting charges
   a) Charges for dismantling temporarily or permanently
   b) Charges for re-erection in case of temporary dismantling
(vii) Name transfer charge
(viii) Reconnection charge
(ix) Consumer meter card replacement charge
(x) Dishonored cheque service charge
(xi) Meter related charges
(xii) Application Registration charge
1 [(xiii) Service connection charges]
2 [(xiv) Excess demand and excess energy charges during Restriction and Control of supply]
(xv) Charges for restoration of cheque payment facility
(xvi) Charges for testing of equipments/installations]

(3) Minimum charges where applicable

5. Miscellaneous charges

1. Capacitor Compensation charge

(a) No new LT service with a connected load of motors of 3 HP and above or for using welding transformers shall be given unless capacitors of adequate ratings with ISI marking are installed; [The licensee shall specify appropriate capacitor ratings for different capacity motors / welding transformers].

(b) In the case of existing LT service connections [which are not coming under the purview of power factor disincentive scheme] with a connected load of motors of 3 HP and above or for using welding transformers (irrespective of their rating), the consumer shall install adequate capacitors within a period of two months [from the date of issue of notice issued by the licensee in this connection] and shall be liable to pay a compensation charge of ten percent of the price of electricity supplied to him for the preceding four months of consumption till such time adequate capacitors are installed; and where inadequate capacitors are installed or where some of the capacitors are defective, the ten percent shall be reckoned proportionate to the extent of inadequacy or defect, as the case may be;

1, 2 and 5 Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-05-2007 (w.e.f. 13-06-2007).
2 Inserted as per Commission’s Notification No. TNERC/SC/7-11, dated 15-12-2008 (w.e.f. 28-11-2008) (Gazette publication dated 28-01-2009)
4 Substituted for the expression “which are not coming under the purview of power factor incentive / disincentive scheme” as per Commission’s Notification No. TNERC/SC/7-21, dated 25-10-2010 (w.e.f. 1-08-2010)
(c) Where it is found that the capacitors installed are either inadequate or defective, the Licensee shall, in addition to the levy and collection of capacitor compensation charges, by notice in writing, call upon the consumer to install adequate capacitors or to rectify or to replace the defective capacitors, as the case may be, within two months from the date of notice.

(2) Excess demand charge

Whenever the consumer exceeds the sanctioned demand, excess demand charge shall be:—

(i) In the case of HT supply, the maximum demand charges for any month shall be based on the KVA demand recorded in that month at the point of supply such percentage of sanctioned demand as may be declared by the Commission from time to time whichever is higher. The exceeded demand shall alone be charged at double the normal rate.

(ii) In case of LT supply,

(a) For Domestic and Agricultural category of service, the excess demand charges shall not be applicable.

(b) For other categories of LT services with contracted demand equal to or less than 18.6 KW (25 HP), the excess demand charges shall not be applicable where the connected load is equal to or less than the contracted demand.

Note: For services with contracted demand less than or equal to 18.6 KW (25 HP), whenever the consumer’s connected load exceeds the contracted demand, the licensee shall install meters with demand recording facility and bring the consumer under the scope of excess demand chargeable category. After installation of the meter, if the recorded demand is in excess of contracted demand, the existing demand, shall, after intimation to the consumer, be revised to the level of recorded demand and all relevant charges applicable for extension of additional demand shall be included in the next bill. No excess demand charge is leviable till such time the licensee installs meter with demand recording facility and bring the consumer under the scope of excess demand chargeable category.]

(c) For the remaining LT services other than those service connections covered in (a) and (b) above, when the contracted demand is in excess of 18.6KW (25HP) and for such of those consumers whose contracted demand is less than 18.6 KW (25HP) but opted for having meters with demand recording facility, the excess demand charges shall be -

1Substituted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007) which before substitution stood as under:

(b) For other categories of LT services where the contracted demand and connected load is equal to or less than 18.6 KW (25 HP), the excess demand charges shall not be applicable.

Note: 1. Even if a consumer’s contracted demand is equal to or less than 18.6 KW (25 HP), or the connected load is more than the contracted demand but less than 18.6 KW (25 HP) as the case may be, the licensee shall install meters with demand recording facility and bring the consumer under the scope of excess demand chargeable category. After installation of the meter, if the recorded demand is in excess of contracted demand, the existing demand, shall, after intimation to the consumer, be revised to the level of recorded demand and all relevant charges applicable for extension of additional demand shall be included in the next bill. No excess demand charge is leviable till such time the licensee installs meter with demand recording facility and bring the consumer under the scope of excess demand chargeable category.
(I) Where the recorded demand does not exceed 112 KW, for every KW or part thereof in excess of the sanctioned demand, at the rate of 1% of the total energy charges;

*(II) Where the recorded demand exceeds 112KW, for every KW or part thereof in excess of sanctioned demand:-*

- at the rate of 1% of the charges for electricity supplied upto 112 kW
- and at the rate of 1.5% for every KW or part thereof over and above 112KW for the first two occurrences;
- and for the third occurrence, at the rate of 3% for every KW or part thereof over and above 112KW;
- and thereafter, that is the fourth and subsequent occurrences at the rate of 10% for every KW or part thereof over and above 112KW:]

(III) Where the recorded demand exceeds the sanctioned demand for the second and subsequent times,-

(A) In case the recorded demand has not exceeded 112 KW, the existing load sanction shall, after intimation to the consumer, be revised within one month of the second occurrence to the level of recorded demand and all the relevant charges applicable to the additional load shall be included in the next bill;

(B) In case the recorded demand has exceeded 112 KW, the existing load sanction shall, after intimation to the consumer, be revised within one month of the second occurrence, to the level of 112 KW and all relevant charges applicable to the additional load shall be included in the next bill; if, however, the recorded demand has exceeded 112 KW for the third or more number of times, it is open to the consumer to opt for HT service.

(iii) In the case of temporary supply, the excess demand charges shall be the difference between the minimum charges for temporary supply computed at the rate notified, for a back period of six months or date of supply whichever is lesser, and the corresponding current consumption charges already recovered from the consumer.

*(iv) No addition or reduction of load in case of LT service and no addition or reduction of demand in case of HT service, may be sanctioned unless the outstanding dues in the same service connection had been paid.]*

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*1 Substituted as per Commission’s Notification No. TNERC/SC/7-30, dated 17-02-2012 (w.e.f. 21-03-2012) which before substitution stood as under:

(II) Where the recorded demand exceeds 112 KW, for every KW or part thereof in excess of sanctioned demand:-

- for the first two occurrences, at the rate of 1% of the charges for electricity supplied up to 112 KW;
- and 1.5% for every KW or part thereof over and above 112 KW,
- and thereafter, that is, the third and subsequent occurrences at the rate of three percent for every KW or part thereof over and above 112 KW.*

*2 Inserted as per Commission’s Notification No. TNERC/SC/7-1, dated 22-11-2005 (w.e.f. 7-12-2005)*
(v) In all the above cases, the cost of any modifications in the metering system which may arise due to addition / reduction of loads may be dealt with in accordance with the provisions of the Act and Codes/Regulations made thereon.

(3) Excess Contracted load charge

These charges are applicable to the subsidized category of Agricultural service connections, which need to be regulated with a view to-

(i) Comply with the contracted load until the cross subsidy from other sources are eliminated and a viable tariff is implemented for agricultural services.

(ii) Comply with the directives of Government towards restriction on exploitation of ground water for irrigation and environmental constraints.

Accordingly, special provisions have been made in this Code in relation to agricultural service connections as below and they shall remain in force until cross subsidy from other sources / categories are eliminated

(a) No electric motor shall be used in Agricultural service connections without its manufacturer’s nameplate indicating its rating/capacity permanently affixed on it.

(b) If, at the time of effecting service connections under Agricultural category, it is found that the assessed capacity is in excess of the capacity applied for by the consumer, the Engineer shall refuse to effect supply. If the intending consumer challenges the decision regarding the assessed capacity of the motor made by the Engineer, he may make an appeal to the next higher officer, furnishing certificate regarding capacity of motor issued by Government /Government Laboratory/any agency accredited/approved by Bureau of Energy Efficiency. The decision of the next higher officer shall be final and binding on the consumer.

(c) If during periodical check or inspection of an existing Agriculture service connection by the Engineer, it is found that the name plate of any motor does not show the correct capacity of the motor or the name plate is missing or the rating of such motor as assessed by the Engineer authorized in this behalf is in excess of the rating noted in the Test Report, action shall be taken under this Code to recover the excess contracted load charges on the basis of the assessed capacity of the motor.

1. Inserted as per Commission’s Notification No TNERC/SC/7-30, dated 17-02-2012 (w.e.f. 21-03-2012)
2. Substituted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007) which before substitution stood as under:

(b) If, at the time of effecting service connections under Agricultural category, it is found that the assessed capacity is in excess of the capacity applied for by the consumer, the Engineer shall refuse to effect supply, if the intending consumer challenges the decision regarding the assessed capacity of the motor made by the Engineer, he may make an appeal to the next higher officer, furnishing certificate regarding capacity of motor issued by any agency acceptable to the Licensee. The decision of the next higher officer shall be final and binding on the consumer.

3. Inserted as per Commission’s Notification No TNERC/SC/7-4, dated25-5-2007 (w.e.f.-13-6-2007)
(d) If the existing consumer challenges the decision regarding the assessed capacity of the motor made by the Engineer, a letter may be issued to the consumer asking him to test the motor for its capacity at Government Laboratory or by any other agency accredited by Bureau of Energy Efficiency at the cost of the consumer and produce the test report of such Government Laboratory or agency to the officer concerned within two months from the date of issue of such letter. However, after producing such test report, the charges shall be adjusted to the certified load in the subsequent Consumption Charge bills.

The excess contracted load charges for both metered and unmetered supply shall be sixty rupees per HP per month prospectively and as long as the excess contracted load remains connected.

(4) Belated payment surcharge (BPSC)

(i) All bills are to be paid in the case of HT consumers, within the due date specified in the bill and in the case of LT consumers, within the due date and notice period specified in the consumer meter card.

(ii) (a) Where any HT consumer neglects to pay any bill by the due date, he shall be liable to pay belated payment surcharge from the day following the due date for payment. Where any LT consumer (except services relating to Public lighting and water supply and other services belonging to Local Bodies) neglects to pay any bill by the last day of the notice period, he shall be liable to pay belated payment surcharge from the day following the last day of the notice period.

1. Substituted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w-e-f-13-6-2007) which before substitution stood as under:

(d) If the existing consumer challenges the decision regarding the assessed capacity of the motor made by the Engineer, a letter may be issued to the consumer asking him to test the motor for its capacity at Government Laboratory or by any other agency acceptable to the Licensee at the cost of the consumer and produce the same to the officer concerned within two months from the date of issue of such letter.

2. Substituted as per Commission’s Notification No TNERC/SC/7-7 dated 14-12-2007 (w-e-f-9-1-2008) which before substitution stood as under:

(ii) Where any HT consumer neglects to pay any bill by the due date, he shall be liable to pay belated payment surcharge from the day following the due date for payment. Where any LT consumer neglects to pay any bill by the last day of the notice period, he shall be liable to pay belated payment surcharge from the day following the last day of the notice period. The surcharge shall be for a minimum period of fifteen days and where the delay exceeds fifteen days but does not exceed one month, it shall be for one whole month and where the delay exceeds one month, it shall be for the number of whole months and for any fraction of a month it shall be proportionate to the number of days.
(b) Where the local bodies neglect / fail to pay any bills in respect of LT services for Public Lighting and Public Water Works, and other services of Local Bodies, the belated payment surcharge shall be applicable for the payments made beyond 60 days from the date of demand. In case of payment made beyond 60 days from the date of demand, the belated payment surcharge shall be payable from the day following the 60th day of demand.

(c) The surcharge shall be for a minimum period of fifteen days and where the delay exceeds fifteen days but does not exceed one month, it shall be for the number of whole months, and for any fraction of a month, it shall be proportionate to the number of days”.

(iii) If the due date in the case of HT consumers and the last day of the notice period in the case of LT consumers falls on a holiday, the surcharge is payable from the day following the next working day.

1[2][***](iv) In the case of LT Consumers (except Local Bodies) the surcharge shall be 1.5% per month for the outstanding arrears towards the price of electricity supplied. In respect of LT services belonging to Local Bodies, the surcharge shall be 0.5% per month for the outstanding arrears towards the price of electricity supplied.

3[4][***]

(v) In the case of HT consumers except Local Bodies and Government

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1. Substituted as per Commission’s Notification No. TNERC/SC/7-1, dated 22-11-2005 (w.e.f. 7-12-2005) which before substitution stood as under:

(iv) “In case of LT consumers the surcharge shall be 1.5% per month for the sum outstanding towards the price of electricity supplied.

2. Substituted as per Commission’s Notification No. TNERC/SC/7-7, dated 14-12-2007 (w.e.f. 9-1-2008) which before substitution stood as under:

(iv) “In case of LT consumers (except Local Bodies and Government Departments) the surcharge shall be 1.5% per month for the sum outstanding towards the price of electricity. In case of Local Bodies and Government Departments, the surcharge shall be 1% per month for the sum outstanding towards the price of electricity.

3. Substituted as per Commission’s Notification No. TNERC/SC/7-1, dated 22-11-2005 (w.e.f. 7-12-2005) which before substitution stood as under:

(iv) In the case of HT consumers the surcharge shall be 1.5% per month for the notice period. However, for the consumers who are availing of extension of time beyond the notice period, on an application to the Licensee, the BPSC shall be at 3% per month from the expiry of the due date allowed for payment for a full month irrespective of number of days delayed. Where no extension time is granted or the delay continues after the expiry of extended time, the surcharge shall be at 1.5% per month.

4. Substituted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007) which before substitution stood as under:

(v) In case of HT consumers, the surcharge shall be 1.5% per month for the notice period. However, for the consumers who are availing of extension of time beyond the notice period upto the end of the due month, (on an application to the licensee) BPSC shall be 2% per month from the expiry of the due date allowed for payment of a full month irrespective of number of days delayed. When no extension of time is granted or the delay continues after the expiry of extended time, the surcharge shall be at 1.5% per month.
Departments the surcharge shall be 1.5% per month for the notice period. In the case of Local Bodies and Government Departments, the surcharge shall be 1% per month for the notice period.

However for the consumers who are availing of extension of time beyond the notice period up to the end of the due month, on an application to the licensee, the BPSC shall be at 2% per month from the expiry of the due date allowed for payment, for a full month irrespective of the number of days delayed. When no extension of time is granted or the delay continues after the expiry of the extended time, the surcharge shall be at 1.5% per month).

(vi) In case of sums other than price of electricity supplied which are outstanding, surcharge shall be leviable at the discretion of the Licensee at a rate not exceeding 1.5 % per month.

(vii) In the case of short assessment included in a subsequent bill, surcharge shall accrue in the case of HT consumers, after the due date for the payment of the subsequent bill wherein the short assessment is included and in the case of LT consumers, it shall accrue from the day following the last day of the notice period.

(viii) In the case of short assessment permitted to be payable in installments, the surcharge shall accrue only when there is default in the payment schedule and the surcharge shall be worked out from the day following the day on which the installment fell due and shall be payable along with the amount of installment due.

(ix) Where the service connection stands terminated, the amount of Security Deposit and the interest accrued thereon shall first be adjusted against belated payment surcharge and the remainder if any, against other dues.

(x) The belated payment surcharge is payable only on any outstanding amount excluding belated payment surcharge component.

(xi) The belated payment surcharge shall not be levied on electricity tax and electricity tax shall not be levied on the belated payment surcharge.

1[Explanation: In this regulation and other regulations of this code, the reference to the expression ‘HT Consumer’ shall be deemed to include a reference to the expression ‘EHT consumer’ also].

(5) Additional Security Deposit

(i) The adequacy of security deposit may be reviewed and refixed once in a year in case of HT consumers and once in every two years in case of LT consumers taking into account the interest due for credit. Such reviews shall be made in the month of April/ May. The rate of interest on the security deposit shall be on the basis of the Commission’s directive to the Licensees in this regard.

1Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007)
(ii) The adequacy of security deposit shall be based on the periodicity of billing for the respective category.

(a) For the categories of consumer under monthly billing, the Security Deposit is equivalent to two times of the monthly average of the electricity charges for the preceding twelve months prior to April.

(b) For the categories of consumer under bi-monthly billing, the Security Deposit is equivalent to three times of the monthly average of the electricity charges for the preceding twelve months.

(c) For the categories of consumer under half yearly billing, the security deposit is equivalent to seven times of the average charges per month.

1\[(d) The security deposit in the above categories shall exclude incidental charges like operation and maintenance of lines/sub-stations of generators, charges for purchase of power from third parties, but shall be inclusive of all other charges specified by the Commission from time to time.\]

(iii) Interest at Bank rate or more as specified by the Commission shall be calculated and credited to the Security Deposit accounts of the consumers at the beginning of every financial year i.e. April and the credit available including the interest shall be informed to each consumer before the end of June of every year.

2\[(iv) If available deposit is less than the revised Security deposit, the balance shall be collected as Additional Security deposit. Intimation of such Additional Security Deposit shall be through a separate notice in the case of HT services and by a distinct entry in the consumer meter card or separate notice in the case of LT services. Thirty days’ notice period shall be allowed for the payment. However on request by consumers, the Licensee is permitted to collect such Additional Security Deposit in three instalments commensurate with the billing cycle.\]

(v) Where, on review, the amount of Security deposit held is found to be in excess of the requirement, the excess shall be adjusted against two future demands for the electricity supplied. Where, after such adjustment in future two demands, there is balance to be refunded, the refund shall be made by cheque before the due date for payment of the third demand.

(vi) In the event of the consumer failing to pay to the Licensee any sum that

\[1\] Inserted as per Commission’s Notification No. TNERC/SC/7-30, dated 17-02-2012 (w.e.f 21-3-2012)

\[2\] Substituted as per Commission’s Notification No. TNERC/SC/7-20, dated 30-06-2010 (w.e.f. 30-06-2010) which before substitution stood as under:

“(iv) If available deposit is less than the revised Security deposit, the balance shall be collected as Additional Security deposit either through a separate notice or by a distinct entry in the consumer meter card for LT services. Thirty days’ notice period shall be allowed for the payment. If the payment is not received within the above period of thirty days, the service is liable for disconnection.”
[(vii). (a) For the consumers under monthly billing who are not the owners of the premises and are unable to produce the consent letter in Form 5 of Annexure III to the Distribution Code from the owner of the premises for availing supply, the Security Deposit shall be equivalent to four times of the monthly average of the electricity charges for the preceding twelve months prior to April;

(b) For the consumers under bi-monthly billing who are not the owners of the premises and are unable to produce the consent letter in Form 5 of Annexure III to the Distribution Code from the owner of the premises for availing supply, the Security Deposit shall be equivalent to six times of the monthly average of the Electricity charges for the preceding twelve months prior to April; and

(c) The provisions in (a) and (b) above shall be applicable to existing service connections when review of security deposit is undertaken. In regard to effecting of new service connections where the applicant is not the owner of the premises and is unable to produce consent letter in Form 5 of Annexure III to the Distribution Code from the owner of the premises for availing supply, collection of security deposit shall be governed by the orders on Non-Tariff related Miscellaneous charges of the Commission as amended from time to time and regulation 27(4) of Tamil Nadu Electricity Distribution Code. Such new consumers will be reviewed for adequacy of security deposit under (a) or (b) above, as the case may be.]

(6) [Service / line, structure and equipments shifting charge]

5[(1) The cost of shifting service / line, Structure and equipments shall be borne by the consumer. The consumer shall pay the estimated cost of shifting in advance in full. The copy of the estimate shall be given to the consumer. The shifting work will be taken up only after the payment is made. The estimate will cover the following:

(i) Materials dismantled in the old site and reusable shall be used in the new site as far as possible.

(ii) 10% of the present value of the dismantled and reusable materials towards charge for dismantling and charges for loading, unloading, transport to the new site/store.

3.Inserted as per Commission’s Notification No. TNERC/SC/7-29, dated 16-12-2011 (w.e.f. 4-1-2012)

2. Substituted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007) which before substitution stood as under:

Service /Line shifting charge.


4. Substituted for the expression re-erection as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007)

(1) The cost of shifting service / line, [Structure and equipments] shall be borne by the consumer. The consumer shall pay the estimated cost of shifting in advance in full. The shifting work will be taken up only after the payment is made.

5. Substituted as per Commission’s Notification No.TNERC/SC/7-36, dated 01-07-2014(w.e.f. 06-08-2014) which before substitution stood as under”

(1) The cost of shifting service/line, [Structure and equipments] shall be borne by the consumer. The consumer shall pay the estimated cost of shifting in advance in full. The shifting work will be taken up only after the payment is made. The estimate will cover the following:

i. Charges for dismantling at the old site.

ii. Charges for transport from the old site to the new site.

iii. Charges for 4[erection] at the new site.

iv. Depreciation on retrievable old materials, if any, not re-used at the site.

v. Cost of new materials, if required 6[including transport]

vi. Cost of irretrievable materials.

vii. Overhead charges.

3.Inserted as per Commission’s Notification No. TNERC/SC/7-29, dated 16-12-2011 (w.e.f. 4-1-2012)
(iii) Cost of the new materials required for the shifting work.
(iv) Add 5% of the cost of new materials towards loading, unloading and transport to new site.
(v) Add 10% of the present value of all the materials to be erected in the new site towards erection charges.
(vi) 5% of the present value of retrievable scrap materials towards transport charges.
(vii) Due credit shall be given to the consumer/applicant as below but however limited to the total estimated cost of new work:
(a) Book value/written down value subject to a minimum of 20% of the cost of retrievable and reusable materials but not used in the new site.
(b) Scrap value on the retrievable but not reusable materials at not less than 10% of its original value.
(viii) After completion of the work a revised estimate shall be prepared with a copy to the consumer based on the actual cost of materials, loading, unloading, transport and erection charges. If the original estimate cost is more than the revised estimate, the balance shall be refunded to the applicant/consumer within 3 months. If the original estimate cost is less than the revised estimate, the difference shall be collected from the applicant/consumer.

(2) Temporary dismantling and re-erection or shifting of a service connection within the same premises necessitated due to remodeling of premises will be carried out on payment of the required charges for the same.

(3) Shifting of an existing service connection involving change in door number or sub-door number or survey field number, shall be considered as a new service connection only.

No shifting of an existing service connection is permissible unless all arrears in the service connection are paid, if so demanded by the Licensee.

(7) Name Transfer charge

1[(i)] Every application for transfer of name consequent to the death of the consumer shall be in Form (1) [in Appendix to this code] accompanied by:

(a) Legal heirship certificate from the Tahsildar concerned or proof of ownership such as local body tax receipts (latest).

(b) No objection certificate from other legal heirs, if any, (or) an indemnity bond in Form (3) in Appendix to this Code on non-judicial stamp paper for a value of Rs.80/- and a sworn-in affidavit and authenticated by a Notary Public or by a gazetted officer to show the status of other legal heirs.

(c) Fresh application with fee to be specified by the Commission and agreement form.

3[(ii)] Every application for transfer of name, in other cases, shall be in Forms (1) and (2) in Appendix to this Code accompanied by-

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1 and 2. Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w-e-f-13-6-2007).
a) The document supporting the transfer with an undertaking in Form (4) in Appendix to this Code

(b) Consent letter from the consumer for the transfer of the Security Deposit [if it is not included in the document supporting the transfer].

(c) Fresh application with fee to be specified by the Commission and agreement form.

Explanation: The name transfer is effected only for such services which are not under disconnection.

(8) **Reconnection Charge:** The Licensee shall collect reconnection charge from LT/HT consumers at the rates specified by the Commission from time to time.

(9) **Consumer Meter Card Replacement Charge:** The Licensee shall collect charges at the rate specified by the Commission for replacement of consumer meter card if lost or damaged. Wherever the space in the card is used up, the replacement shall be free of cost.

(10) **Dishonoured cheque service charge:** The Licensee shall collect service charges as specified by the Commission from time to time from the consumer, when a Cheque given by consumer is returned by the Bank for any reason whatsoever.

(11) **Meter Related Charges:** Meter rental charges shall be payable by the consumer, unless the consumer elects to purchase a meter, in accordance with the rates as the Commission may fix from time to time for different categories of consumers. The Licensee shall, besides meter rent where payable, collect charges towards changing of meters and boards, testing of meters, testing of installations, inspection charges etc., at the rates specified by the Commission from time to time.

1[(12) **Application Registration Charge**

The Licensee shall collect registration charges from LT/HT consumers for the following, at the rates specified by the Commission from time to time.

(a) Application for new HT/LT services.
(b) Application for addition/reduction of demand/load in respect of HT and LT Services.
(c) Application for temporary service.
(d) Application for conversion of a service from LT to HT and vice versa.
(e) Application for shifting of HT/LT services.
(f) Application for shifting of lines/structures/ equipments under Deposit Contribution Works for LT/HT.
(g) Application for change of tariff.
(h) Application for replacement of defective meters.]

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1. Substituted as per Commission's Notification No. TNERC/SC/7-36, dated 01-07-2014 (w-e-f-6-8-2014).

before substitution stood as under:

[(12) **Application Registration Charge**

The Licensee shall collect registration charges from LT/HT consumers for the following at the rates specified by the Commission from time to time.

(a) Application Registration charge at the appropriate rates for conversion of a service from LT to HT and vice versa and also wherever the consumers apply for additional loads both for HT and LT services.
(b) Applications for reduction of demand/load in respect of HT and LT services.
(c) Application for shifting of HT/LT Services
(d) Application for street light services.
(e) Replacement due to accident for poles broken etc., due to dashing of vehicle or any accident under Deposit Contribution Works(DCW).
(f) Shifting of line and deviation of line under Deposit Contribution Works.
(g) Application for temporary supply.]
Excess demand charge and excess energy charge during Restriction and Control of supply:

(i) The maximum demand charges for HT supply shall be based on the actual recorded demand at the point of supply or at 90% of the demand quota as fixed from time to time through restriction and control measures whichever is higher. In case the maximum recorded demand is in excess of the quota fixed, the demand in excess of the quota fixed shall be charged at rates specified by the Commission from time to time.

(ii) The energy consumption over and above the energy quota fixed shall be charged at the rates specified by the Commission from time to time in respect of such class of consumers upon whom the restriction and control measures apply.

(i) The services which draw electricity from TNEB Grid for using welding sets during the restricted hours shall be charged at the rates specified by the Commission from time to time.

6. Minimum Charges

The consumer shall pay to the Licensee [minimum charges] in respect of every connection as detailed below. The minimum monthly charges are payable even when no electricity was consumed or supply disconnected by orders of Court or when the price of electricity supplied is less than the minimum charges.

(a) For the H.T. services disconnected as per Licensee’s right to disconnect supply, the following monthly minimum charges based on the KVA demand shall be collected.

(i) If the disconnection is for the full month then 20% of the sanctioned demand.

(ii) If the disconnection is for part of a month, the actual recorded demand or such percentage of sanctioned demand as declared by the Commission whichever is higher.

(b) For the H.T services disconnected on the request of the consumer, the monthly minimum charges based on the KVA demand shall be the actual recorded demand (when the disconnection is for part of a month) or such percentage of sanctioned demand declared by the Commission whichever is higher:

Provided that where the Licensee is prevented from supplying electricity owing to cyclone, floods, storms, fire, strike or lockout in the Licensees’ establishment or other occurrences beyond the control of the Licensee, or if the consumer is prevented from consuming electricity either in whole or in part for similar reasons, the Licensee may recover from the consumer a minimum charge

1[Inserted as per Commission’s Notification No. TNERC/SC/7-11, dated 15-12-2008 (w.e.f. 28-11-2008) (Gazette publication dated 28-01-2009)]

2[Substituted for the expression “a minimum charge” as per Commission’s Notification No. TNERC / SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007)]

3[Substituted as follows as per the Commission’s Notification No. TNERC/SC/7-32, dated 12-9-2013,(Gazette publication dated 23-10-2013)]

Provided that where the Licensee is prevented from supplying electricity owing to cyclone, floods, storms, fire, strike or lockout in the Licensees’ establishment or other occurrences beyond the control of the Licensee, or if the Licensee is satisfied that the consumer has been prevented from consuming electricity either in whole or in part for similar reasons, the Licensee may recover from the consumer “[minimum charges] at twenty per cent of the billable demand or recorded demand whichever is higher besides charges for the actual consumption of electricity”:

[Provided that where the Licensee is prevented from supplying electricity owing to cyclone, floods, storms, fire, strike or lockout in the Licensees’ establishment or other occurrences beyond the control of the Licensee, or if the Licensee is satisfied that the consumer has been prevented from consuming electricity either in whole or in part for similar reasons, the Licensee may recover from the consumer “minimum charges” at twenty per cent of the billable demand or recorded demand whichever is higher besides charges for the actual consumption of electricity]:
at twenty percent of the contracted demand or recorded demand whichever is higher besides charges for the actual consumption of electricity.

Provided further that where the consumer has been prevented from consuming electricity.—

(i) the consumer shall produce a certificate from the Labour Officer to that effect, indicating the period of lockout or strike or temporary closure and the date on which it was called off.

(ii) the consumer shall give prompt intimation of the commencement of the lockout or strike so that the Maximum Demand meter can be reset. In the case of temporary closure, the consumer shall give intimation of the closure. The consumer shall give intimation to the Licensee immediately after lifting of the strike, lockout or temporary closure.

Provided also that, in the case of steel industries having more than one electric furnace in a HT service and when one or more electric furnaces are under total strike / closure, then the benefit of billing on the actual recorded demand or the percentage as may be notified by the Commission from time to time of the sanctioned demand less the KVA load of the furnaces under total strike or closure whichever is higher shall be given. This provision is not applicable when there is lockout.

(c) for the LT services disconnected as per the Licensee’s right to disconnect the supply or at the request of the consumer to disconnect supply, the monthly minimum charges shall be recovered by the Licensee till the agreement is terminated.

7. Installation of Meter

(1) Sub-section (1) of section 55 of the Act provides for the use of meters and reads as “No Licensee shall supply electricity, after the expiry of two years from the appointed date, except through installation of a correct meter in accordance with the regulations to be made in this behalf by the Authority:

Provided that the Licensee may require the consumer to give him security for the price of a meter and enter into an agreement for the hire thereof, unless the consumer elects to purchase a meter:

Provided further that the State Commission may, by notification, extend the said period of two years for a class or classes of persons or for such area as may be specified in the notification"

1[(2) All new service connections shall be extended with meters only. For all new LT service connections, the Licensee shall install meters with demand recording facility.]
Unless the consumer elects to purchase his own meter, the Licensee shall provide meter of high quality, high precision and accuracy and may require the consumer to give adequate security for the price of the meter and pay the hire charges therefor. Where the consumer elects to purchase his own meter, the Licensee shall ensure that such meter is of high quality, high precision and accuracy and shall arrange to recalibrate the same at consumer cost.

¹[(3A) In case of open access consumer, ABT compliant meter with facilities to record export and import of energy shall be provided both at the generator and consumer ends in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006.]

(4) The meter shall ordinarily be installed at the point of entry to the consumer's premises at a suitable and easily accessible place as the Engineer may decide. After installation, the security seals shall be affixed in the presence of the consumer or his representative on the meter box cover, current transformer chamber, terminal cover of the meter, test block, cut outs, air-break switch and gate and such other part of the installation as the Licensee may decide. The consumer shall be responsible to ensure that the meter and the seals are not stolen, damaged or tampered with. The consumer shall run his wiring from such point of supply.

(5) The quantity of electricity recorded by such meter shall be taken as the quantity actually supplied by the Licensee.

(6) The Licensee will provide the Security seals in the meter box cover and the current transformer chamber after testing the meter. The seals on the terminal cover of meter (Low Tension and High Tension), test-block, metering set, meter box, cutouts, air-break switch and gate and other seals as desired by the Licensee will be provided at site in the presence of the consumer or his representative who shall satisfy himself that all the seals including the security seals are intact and the ²[meter] is functional. It is the responsibility of the consumer to ensure that the seals are not damaged or tampered with.

(7) ³ All HT services shall be provided with HT metering. Wherever existing metering of the High Tension Service connection is on the Low Tension side i.e. on the secondary side of the Transformer:

(i) The average losses in the transformer shall be calculated as follows and added to the energy consumption indicated by the meter:

\[
\text{Average loss} = \frac{720 \times 1.0 \times C}{100} \text{ Units per month}
\]

where \( C \) = KVA rating of the transformer.

(ii) The transformer loss arrived at by the above formula shall be added to the energy consumption, even when the recorded energy consumption is nil.

(iii) 1% of the transformer capacity for transformer above 63 KVA will be added to the recorded maximum demand on the Low Tension side to arrive at the equivalent High Tension demand.

¹ Inserted as per Commission’s Notification No. TNERC/SC/7-30, dated 17-02-2012 (w.e.f. 21-03-2012).

² Substituted for the expression "meter disc" as per Commissions Notification No. TNERC/SC/7-4, dated 25-05-2007 (w.e.f. 13-06-2007).

³ Substituted as per Commissions Notification No. TNERC/SC/7-36, dated 01-07-2014 (w.e.f. 06-08-2014). Which before substitution stood as follows:

(7) Where metering of the High Tension service connection is on the Low Tension side i.e. on the secondary side of the Transformer:

(i) The average losses in the transformer shall be calculated as follows and added to the energy consumption indicated by the meter:

\[
\text{Average loss} = \frac{720 \times 1.0 \times C}{100} \text{ Units per month}
\]

where \( C \) = KVA rating of the transformer.

(ii) The transformer loss arrived at by the above formula shall be added to the energy consumption, even when the recorded energy consumption is nil.

(iii) 1% of the transformer capacity for transformer above 63 KVA will be added to the recorded maximum demand on the Low Tension side to arrive at the equivalent High Tension demand.
Average loss = \[
\frac{720 \times 1.0 \times C}{100}
\] Units per month

Where C = KVA rating of the transformer.

(ii) The transformer loss arrived at by the above formula shall be added to the energy consumption, even when the recorded energy consumption is nil.

(iii) 1% of the transformer capacity for transformer above 63 KVA will be added to the recorded maximum demand on the Low Tension side to arrive at the equivalent High Tension demand.

(8) At periodical intervals, the meters shall be recalibrated and standardized by means of standard instruments by the Licensee. In respect of High Tension service connections, however, such recalibration will be done in the presence of the Consumer’s Electrical Engineer or his representative if the consumer so desires. If the meter is found defective/incorrect, the adjustments in bills shall be made for error beyond permissible limits as laid down in the relevant rules made under the Act. 3[ The instrument transformers shall be tested for accuracy periodically as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and its amendment regulations.]

(9) If the consumer considers that the meter is defective, he may apply to the Licensee to have a special test carried out on the meters at any time and the cost of such a test shall be borne by the Licensee or the consumer according as the meter is found defective or correct as a result of such a test. 4[The aforementioned special test for the disputed energy meters including the suspected/defective meters shall be carried out in the Third Party testing laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL) and till such time the Third Party Meter Testing Arrangement is established, the licensee shall have the special test conducted by the Chief Electrical Inspector to Government of Tamil Nadu]. The meter shall be deemed to be correct if the limits of error do not exceed those laid down in the relevant rules made under the Act. The consumer may also be allowed to install a check meter after recalibration by the Licensee. Such check meter shall be of high quality, high precision and high accuracy and sealed by the Licensee. Whenever the Licensee’s meter becomes defective the check meter reading may be taken for billing.

(10) The procedure to be followed for replacement of defective/ damaged/ burnt meter shall be as follows:

(i) It is the responsibility of the Licensee to replace all defective meters belonging to the licensee] at his cost

(ii) Since the safe custody of the meter is the consumer’s responsibility, replacement of meter due to damages shall be at the cost of consumer.

(iii) The cost of replacement for burnt meters shall be met by the Licensee unless it is proved otherwise that the burning out is due to the fault of the consumer.

(iv) When the meter is owned by the consumer and becomes defective / damaged or when the meter is burnt due to the fault of the consumer, it is the responsibility of the consumer to replace the meter by a healthy one, if he elects to continue to have his own meter. Otherwise the Licensee shall replace the meter and enter into an agreement for hire and collect the specified deposits.

1 and 2 Inserted as per Commissions Notification No.TNERC/SC/7-4, dated 25-05-2007 (w.e.f 13-06-2007).

3 Inserted as per Commissions Notification No. TNERC/SC/7-36, dated 01-07-2014 (w.e.f 06-08-2014).
8. Meter Reading, Billing and intervals

1[(1) In the case of Low Tension service connections, the Licensee with the approval of the Commission shall decide the periodicity of meter readings, collection dates, modes etc. However, in the case of temporary supply, the meter reading shall be taken at the end of the period in case sanction is for less than a month and once in a month in case sanction is for a period more than a month. The Licensee shall have access to the consumer’s premises at all reasonable hours for the purpose of such reading as per the provisions contained in section 163 of the Act. The format of the meter cards containing all basic information to be made available to the consumer shall be got approved by the Commission. It is the responsibility of the Licensee to ensure that the details in the respective meter cards are entered without omission.]

(2) In the case of High Tension Service Connections, the Licensee shall, within four days after the expiry of each billing month, cause to be delivered to every consumer a bill of charges stating the amount payable by the consumer in connection with supply of electricity by the Licensee.

(3) 2

(4) In case of LT services the meter readings of last digit up to and inclusive of five units shall be rounded off to the lower multiple of ten units and the meter readings of last digit from six to nine units shall be rounded off to the higher multiple of ten units.

(5) In case of LT services, after taking the meter readings, the particulars of meter readings, energy consumption and charges payable will be incorporated in the consumer meter card.

(6) Payment for energy supplied shall be made by the consumer according to the meter readings referred to above and on delivery of a bill therefor in the case of High Tension consumers and incorporation of current consumption charges in the consumer meter card or assessment slip in the case of Low Tension consumers.

1 Substituted as per Commission’s Notification No. TNERC/SC/7-22, dated 21-02-2011 (w.e.f. 23-3-2011) which before substitution stood as under:

“Reading of meter or meters shall be taken by the employees of the Licensee at such intervals or times the licensee may consider expedient and they shall have access to the consumer’s premises at all reasonable hours for the purpose of such reading as per the provisions contained in section 163 of the Act. The format of the meter cards containing all basic information to be made available to the consumer shall be got approved by the Commission. It is the responsibility of the licensee to ensure that the details in the respective meter cards are entered without omission.”

2. Omitted as per Commission’s Notification No. TNERC/SC/7-22, dated 21-02-2011 (w.e.f. 23-3-2011) which before omission stood as under:

“In the case of Low Tension service connections, the Licensee in consultation with, and approval of the Commission shall decide the periodicity of meter readings, collection dates, modes, etc. However, in the case of temporary supply the meter reading shall be taken at the end of the period in case sanction is for less than a month and once in a month in case sanction is for a period more than a month”.
(7) The total of current consumption charges and other miscellaneous charges etc. in a bill/ assessment shall be rounded off to the nearest rupee.

(8) In respect of High Tension service connections, the employee of the Licensee, in the presence of the consumer or his representative, will take the meter readings. The signature of the consumer or his representative will be taken in the meter card in token of being present at the time of taking the reading. If the consumer or his representative refuses to be present or refuses to sign in the meter card, the fact will be recorded. The meter readings and consumption will nevertheless be entered in the meter card.

(9) In respect of captive generation, including windmill, the Licensee shall ensure provision of a meter card to enter the generation and consumption details. The employee of the Licensee, in the presence of the representative of the generator/consumer, will take the meter readings. The signature of the representative of the generator/consumer will be taken in the meter card in token of being present at the time of taking the reading. If the representative of the generator/consumer refuses to be present or refuses to sign in the meter card, the fact will be recorded. The meter readings and consumption will nevertheless be entered in the meter card.

9. Meter readings when there is changes in sanctioned demand etc.,

(1) Whenever there is change in the sanctioned demand, the change shall be effected, as far as possible, to coincide with the next meter reading. If, however, it is not possible so to do, the meter shall be reset and the maximum demand charges shall be billed proportionately for the respective periods.

(2) Whenever a tariff change is to be effected in a service connection, such change shall be effected only after obtaining a Revised Test Report (RTR) and the reading taken shall be conclusive proof of the electricity consumed till the change of tariff.

10. Inaccessibility of meter for reading.

(1) When a Low Tension consumer leaves his installation connected to the Licensee’s mains but makes it inaccessible for reading by the employees of the Licensee, the consumer shall, for the first occasion of such inaccessibility, be charged provisionally on the basis of the amount charged on the previous assessment. The employee of the Licensee will leave an assessment slip in the premises, wherever possible.

1 Substituted for the expression “consumer or his representative” as per Commission’s Notification No. TNERC/SC/7-4 dated, 25-5-2007 (w.e.f. 13-6-2007).

2Substituted for the expression “electricity supplied” as per Commission’s Notification No. TNERC/SC/7-4 dated, 25-5-2007 (w.e.f.13-6-2007)
If, on the next occasion, the meter is accessible for reading, the consumer will be charged for the actual consumption less the amount already charged, subject to the minimum monthly charges for both the periods. If, on the other hand, the meter remains inaccessible on the second occasion also, the consumer will be served with a [48 hours notice] to open his premises at a fixed time and date to enable an employee of the Licensee to read the meter. In the said 48 hours notice, the consumer shall also be informed that the supply to his premises will be disconnected as per Section 163(3) of the Electricity Act, 2003, if he does not provide access to the meter. If the meter is now made accessible for reading, the consumer will be charged the actual consumption less the provisional amount charged and paid for the first period of inaccessibility subject to the minimum monthly charges for both the periods. If the meter remains inaccessible even after the [48 hours notice], the supply to the premises will be disconnected and for that period also provisional amount as in the case of previous occasion will be charged.

(3) If the meter is made accessible, subsequent to the disconnection, for purpose of reading the meter and settling accounts or for reconnection of the service as the case may be, the consumer will be charged the actual consumption subject to the minimum monthly charges payable for both periods less the two provisional amounts levied and paid for the two periods of inaccessibility. Reconnection charges, if any, shall also be levied. Any excess amount collected will be adjusted in future current consumption charges.

1 Substituted for the expression “24 hours notice” as per Commission’s Notification No. TNERC/SC/7-4 dated, 25-5-2007 (w.e.f.13-6-2007)
2. Substituted as per Commission’s Notification No. TNERC/SC/7-22 dated 21-02-2011 (w.e.f. 23.3.2011) which before substitution stood as under:
If, on the next occasion, the meter is accessible for reading, the consumer will be charged for the actual consumption less the amount already charged, subject to the minimum monthly charges for both the periods. If, on the other hand, the meter remains inaccessible on the second occasion also, the consumer will be served with a [48 hours notice] to open his premises at a fixed time and date to enable an employee of the Licensee to read the meter. If the meter is now made accessible for reading, the consumer will be charged the actual consumption less the provisional amount charged and paid for the first period of inaccessibility subject to the minimum monthly charges for both the periods. If the meter remains inaccessible even after the [48 hours notice], the supply to the premises will be disconnected and for that period also provisional amount as in the case of previous occasion will be charged.
(4) When a High Tension consumer leaves his installation connected to the Licensee’s mains but makes the meter inaccessible for reading by the employees of the Licensee, the employees of the Licensee will serve the consumer with a 48 hours’ notice to open his premises for reading of the meter at a fixed time. In the said 48 hours’ notice, the consumer shall also be informed that the supply to his premises will be disconnected as per Section 163(3) of the Electricity Act, 2003, if he does not provide access to the meter. If the meter is now made available for reading, the readings will be taken. If the meter remains inaccessible even after the 48 hours’ notice, the supply to the premises will be disconnected and the consumer will be charged provisionally on the basis of the amount charged for the previous month. If the meter is made accessible subsequent to the disconnection, the consumer will be charged the actual consumption less the provisional amount charged subject to minimum monthly charges. All reconnections shall attract reconnection charges over and above the other charges as are applicable.]

(5) Serving of notices to the consumers with regard to the provisions under the sections above, can be executed by pasting the same at a conspicuous place at the premises.

11. Assessment of billing in cases where there is no meter or meter is defective:

(1) Where supply to the consumer is given without a meter or where the meter fixed is found defective or to have ceased to function and no theft of energy or violation is suspected, the quantity of electricity supplied during the period when the meter was not installed or the meter installed was defective, shall be assessed as mentioned hereunder.

(2) The quantity of electricity, supplied during the period in question shall be determined by taking the average of the electricity supplied during the preceding four months in respect of both High Tension service connections and Low Tension service connections provided that the conditions in regard to use of electricity during the said four months were not different from those which prevailed during the period in question.

(3) In respect of High Tension service connections, where the meter fixed for measuring the maximum Demand becomes defective, the Maximum Demand shall be assessed by computation on the basis of the average of the recorded demand during the previous four months.

1Substituted as per Commission’s Notification No. TNERC/SC/7-22, dated 21-2-2011 (w.e.f. 23-03-2011) which before substitution stood as under:

When a High Tension consumer leaves his installation connected to the Licensee’s mains but makes the meter inaccessible for reading by the employees of the Licensee, the employees of the Licensee will serve the consumer with a [48 hours notice] to open his premises for reading of the meter at a fixed time. If the meter is now made available for reading, the readings will be taken. If the meter remains inaccessible even after the [48 hours notice], the supply to the premises will be disconnected and the consumer will be charged provisionally on the basis of the amount charged for the previous month. If the meter is made accessible subsequent to the disconnection, the consumer will be charged the actual consumption less the provisional amount charged subject to minimum monthly charges. All reconnections shall attract reconnection charges over and above the other charges as are applicable.
(4) Where the meter becomes defective immediately after the service connection is effected, the quantum of electricity supplied during the period in question is to be determined by taking the average of the electricity supplied during the succeeding four months periods after installation of a correct meter, provided the conditions in regard to the use of electricity in respect of such Low Tension service connections are not different. The consumer shall be charged monthly minimum provisionally for defective period and after assessment the actual charges will be recovered after adjusting the amount collected provisionally.

(5) If the conditions in regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any consecutive four months period during the preceding twelve months when the conditions of working were similar to those in the period covered by the billing.

(6) Where it is not possible to select a set of four months, the quantity of electricity supplied will be assessed in the case of Low Tension service connections by the Engineer in charge of the distribution and in the case of High Tension service connections by the next higher level officer on the basis of the connected load and the hours of usage of electricity by the consumer.

(7) In case the consumer does not agree with the assessment made by the Engineer or the higher-level officer as the case may be, the matter may be referred to the next higher-level officer of the Licensee. In case the consumer is still not satisfied, the consumer is at liberty to approach the respective Consumer Grievance Redressal Forum of the Licensee.

12. Errors in billing
(1) In the event of any clerical errors or mistakes in the amount levied, demanded or charged by the Licensee, the Licensee will have the right to demand an additional amount in case of undercharging and the consumer will have the right to get refund of the excess amount in the case of overcharging.

(2) Where it is found that the consumer has been over-charged, the excess amount paid by such consumer shall be refunded along with interest at the rate applicable for security deposit. The interest shall be computed from the date on which the excess amount was paid. Such excess amount with interest may be paid by cheque in the month subsequent to the detection of excess recovery or may be adjusted in the future current.

Substituted as per Commission's Notification No. TNERC/SC/7-8 dated 06-06-2008 (w.e.f. 16-07-2008) which before substitution stood as under:
“Where it is found that the consumer has been over-charged, the excess amount paid in such cases will be adjusted against future current consumption charges. If, even after such adjustment against future current consumption charges for two assessment periods, there is still a balance to be refunded, the refund will be made by cheque.”
consumption bills upto two assessments at the option of the consumer. The sum which remains to be recovered after two assessments may be paid by cheque. Interest shall be upto the date of last payment.]

(3) Wherever the Licensees receive complaints from consumers that there is error in billing, etc. the Licensee shall resolve such disputes regarding quantum of commercial transaction involved within the due date for payment, provided the complaint is lodged three days prior to the due date for payment. Such of those complaints received during the last three days period shall be resolved before the next billing along with refunds / adjustments if any. However, the consumer shall not, on the plea of incorrectness of the charges, withhold any portion of the charges.

13. Servicing of bills

(1) For the HT services, bills shall normally be sent by post or by hand delivery or e-mail. Two e-mail ids shall be furnished by the consumer for this purpose. For the purpose of reckoning the due date of payment, the date of sending the e-mail alone will be the reference. The Licensee takes no responsibility for loss in transit. The consumer should notify the concerned office of the Licensee, if no bill or assessment is received. Non-receipt of the bills/assessments will not entitle the consumer to delay payment of the charges beyond the due date. For LT services, entry in consumer meter card shall be the bill of demand and there will be no separate issue of bill.”

(2) For any arrears other than the regular current consumption bill, it is the Licensee’s obligation to inform the consumer by a separate communication with details.

14. DUE DATES AND NOTICE PERIODS

(1) The Licensee shall provide the following minimum days with regard to due dates, notice period for payment of tariff related electricity charges:

(a) For LT Services, the due date shall be not less than 5 days from the date of entry in the consumer meter card. 15 days clear notice period shall be allowed prior to disconnection for non-payment. Belated payment surcharge shall not be levied for LT services during the notice period.

1. Substituted as per Commission’s Notification No. TNERC/SC/7-30 dated 17-02-2012 (w.e.f. 21-03-2012) which before substitution stood as under:

“For the HT services, bills shall normally be sent by post or by hand delivery but the Licensee takes no responsibility for loss in transit. The consumer should notify the concerned office of the Licensee, if no bill or assessment is received. Non-receipt of the bills/assessments will not entitle the consumer to delay payment of the charges beyond the due date. For LT services, entry in consumer meter card shall be the bill of demand and there will be no separate issue of bill”.

“
(b) For HT Services, the due date shall be not less than 7 days from the date of billing. If the last day of the due date happens to be a holiday, the due date shall be extended to till the next working day. 15 days clear notice period shall be allowed prior to disconnection for non-payment. \[\text{In case the last day of the notice period happens to be a holiday, the period of notice will get extended and the last day for payment to avoid disconnection will be the next working day.}\] Belated payment surcharge shall be levied for HT services during the notice period as specified in this Code.

(2) In the case of Low Tension consumers who do not pay their current consumption charges as per the periods specified by the Licensee in the consumer meter card, the printed notice period in the consumer meter card shall be construed as the notice to the consumer. Payments may also be accepted during the notice period. If the last day included in the notice period happens to be a holiday, the period of notice will get extended and the last day for payment to avoid disconnection will be the next working day.

(3) Supply to such Low Tension consumers as specified above is liable to be disconnected after the expiry of the notice period.

(4) Bills rendered to High Tension consumers and the charges incorporated in the consumer meter cards of Low Tension consumers shall be paid as stipulated and are subject to BPSC, for delayed payment as stipulated in this Code.

(5) If the amount of any bill remains unpaid beyond the period specified, the Licensee may also, without prejudice to any of its rights under the agreement entered into by the consumer with the Licensee, order supply of electricity to the consumer to be discontinued forthwith without further notice and keep the service connection disconnected until full payment for all obligations pending and the charge for the work of disconnection and reconnection has been paid. Such discontinuance of supply of electricity shall not relieve the consumer of his liability to pay the minimum monthly charges nor shall such discontinuance affect any right, claim, demand or power which may have accrued to the Licensee hereunder.

15. **MODE OF PAYMENT**

(1) The Licensee shall issue receipts for every recovery or payment from the consumers

\[\text{1 Inserted as per Commission’s Notification No. TNERC/SC/7-4. dated 25-05-2007 (w.e.f. 13-06-2007).}\]
[(2) All High Tension bills, including those on account of miscellaneous charges, shall be paid within the due date fixed by the Licensee from the date of the bill. The High Tension Consumer shall pay the bills in cash or by demand draft on local bank or Cheque drawn on a bank at the headquarters of the designated authority of the distribution licensee or through electronic payment or collection through bank’s branch counters or post office as stipulated by the distribution licensee. Payment for amounts exceeding Rs.2000/- (Rupees two thousand only) is preferred by DD/Cheque. Depending on the circumstances, the designated authority of the distribution licensee shall however accept cash payments also and advise the consumer for future remittances by DD/Cheque. In case the Cheque is dishonoured for any reason whatsoever, the High Tension consumer will be required to pay the High Tension bills in cash or by demand draft thereafter. If the payment is not received within fifteen days (notice period) from the expiry of the due date allowed for payment, the supply will be disconnected. However the consumer may be allowed extension of time to make payment beyond the expiry of the notice period allowed for payment, on an application made to the designated authority of the Distribution Licensee, subject to the levy of BPSC as specified in this Code.]

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1 Substituted as per Commission’s Notification No.TNERC/SC/7-22, dated 21-2-2011 (w.e.f.23-03-2011) which before substitution stood as under:

“All High Tension bills, including those on account of miscellaneous charges, are to be paid within the due date fixed by the Licensee from the date of the bill. The High Tension Consumer shall pay the bills in cash or by demand draft on local bank or Cheque drawn on a bank at the headquarters of the designated authority of the distribution licensee or through electronic payment as stipulated by the distribution licensee. Payment for amounts exceeding Rs.2000/- is preferred by DD/Cheque. Depending on the circumstances, the designated authority of the distribution licensee shall however, accept cash payments also and advise the consumer for future remittances by DD/Cheque. In case the cheque is dishonoured for any reason whatsoever, the High Tension consumer will be required to pay the cash or by demand draft thereafter.”
[(3) Low Tension Consumers shall pay the amount due in cash or by money order or by demand draft on local bank, or by Cheque drawn on a bank where the Distribution Section Office is located or through electronic payment or collection through bank’s branch counters or post office, etc. as stipulated by the distribution licensee. However, local bodies and Railways may issue Cheque on the banks situated in the place of their office and the Licensee may claim the collection charges, if any, from such consumers. Payment for amounts exceeding Rs.5000/- (Rupees five thousand only) is preferred by DD / Cheque. Depending on the circumstances, the designated authority of the distribution licensee shall however accept cash payments also and advise the consumer for future remittances by DD / Cheque.

(4). In case the Cheque issued by consumer is dishonored due to insufficient funds, the Low Tension Consumer will be required to pay thereafter the amount due by cash / money order / demand draft only. The Licensee shall have the powers to accord approval for restoring the Cheque facility for payment by the consumers after watching the performance of the consumers in regard to settlement of current consumption charges at least for the last three consecutive billing periods in respect of L.T. consumers and three months period in respect of H.T consumers. The Licensee shall have the powers for restoration of cheque facility in respect of Services in the name of Local bodies and Government Departments (both Central and State)departments. The Licensee shall have the powers for restoration of cheque payment facility upto fourth occasion after watching the performance of the consumers in regard to subsequent settlement of charges. Such consumers shall pay service charges for dishonour of cheque as stipulated by the Commission in addition to the following:

(a) Low Tension Consumers: Additional service charges @ 1% of the dishonoured cheque amount subject to a minimum of Rs.500/-.  
(b) High Tension Consumers: Additional service charges @ 1% of the dishonored cheque amount subject to a minimum of Rs.1000/-.  
(c) This concession of restoration of cheque payment facility shall not be given thereafter for a service connection.

Substituted as per Commission’s Notification No. TNERC/SC/7-38, dated 22-04-2015, (w.e.f. 20-05-2015) which before substitution stood as under:

“Low Tension Consumers shall pay the amount due in cash or by money order or by demand draft on local bank, or by Cheque drawn on a bank where the Distribution Section Office is located or through electronic payment as stipulated by the distribution licensee. However, local bodies and Railways may issue Cheque on the banks situated in the place of their office and the Licensee may claim the collection charges, if any, from such consumers. Payment for amounts exceeding Rs.2000/- is preferred by DD / Cheque. Depending on the circumstances, the designated authority of the distribution licensee shall however accept cash payments also and advise the consumer for future remittances by DD / Cheque. In case the Cheque issued by a consumer is dishonoured for any reason whatsoever, the Low Tension Consumer will be required to pay thereafter the amount due by cash/money order/demand draft only. The Licensee shall have the powers to accord approval for restoring the Cheque facility for payment by the consumers after watching the performance of the consumers in regard to settlement of current consumption charges at least for the last three consecutive billing periods in respect of L.T consumers and three months period in respect of H.T consumers. However, the Licensee may accord approval for restoration of cheque facility in respect of Services in the name of Local bodies and Government Departments (both Central and State)departments. The Licensee shall have the powers for restoration of cheque payment facility upto fourth occasion after watching the performance of the consumers in regard to subsequent settlement of charges. Such consumers shall pay service charges for dishonour of cheque as stipulated by the Commission in addition to the following:

(a) Low Tension Consumers: Additional service charges @ 1% of the dishonoured cheque amount subject to a minimum of Rs.500/-.  
(b) High Tension Consumers: Additional service charges @ 1% of the dishonored cheque amount subject to a minimum of Rs.1000/-.  
(c) This concession of restoration of cheque payment facility shall not be given thereafter for a service connection.

Substituted as per Commission’s Notification No. TNERC/SC/7-16, dated 29-12-2009 and TNERC/SC/7-22, dated 21-02-2011 (w.e.f. 23-03-2011) which before substitution stood as under:
Payment facility upto fourth occasion after watching the performance of the consumers in regard to subsequent settlement of charges. But if the cheque is dishonoured due to the reason other than insufficient funds, the licensee shall have the powers for restoration of cheque payment facility upto fourth occasion without watching the performance of the consumers in regard to subsequent settlement of charges. All such consumers shall pay service charges as stipulated by the Commission in addition to the following:

(a) Low Tension Consumers: Rs.300/-.  
(b) High Tension Consumers: Rs.1000/-.  

(c) The concession of restoration of cheque payment facility shall not be given thereafter for a service connection.”

2 Substituted as per Commission’s Notification No. TNERC/SC/7-36, dated 01-07-2014 (w.e.f.06-08-2014) which before substitution stood as under:

(4). In case the Cheque issued by a consumer is dishonored for any reason whatsoever, the Low Tension Consumer will be required to pay thereafter the amount due by cash / money order / demand draft only. The Licensee shall have the powers to accord approval for restoring the Cheque facility for payment by the consumers after watching the performance of the consumers in regard to settlement of current consumption charges at least for the last three consecutive billing periods in respect of L.T. consumers and three months period in respect of H.T consumers. The Licensee shall have the power for restoration of cheque payment facility up to fourth occasion after watching the performance of the consumers in regard to subsequent settlement of charges. Such consumers shall pay service charges for dishonour of cheque as stipulated by the Commission in addition to the following:

(a) Low Tension Consumers: Additional service charges @ 1% of the dishonoured cheque amount subject to a minimum of Rs.500/-.  
(b) High Tension Consumers: Additional service charges @ 1% of the dishonoured cheque amount subject to a minimum of Rs.1000/-.  

(c) This concession of restoration of cheque payment facility shall not be given thereafter for a service connection.

4 Substituted as per Commission’s Notification No. TNERC/SC/7-38, dated 22-04-2015 (w.e.f. 20-05-2015) which before substitution stood as under:

In case the Cheque issued by a consumer is dishonored for any reason whatsoever, the Low Tension Consumer will be required to pay thereafter the amount due by cash / money order / demand draft only. The Licensee shall have the powers to accord approval for restoring the Cheque facility for payment by the consumers after watching the performance of the consumers in regard to settlement of current consumption charges at least for the last three consecutive billing periods in respect of L.T. consumers and three months period in respect of H.T consumers. The Licensee shall have the powers for restoration of cheque payment facility up to fourth occasion after watching the performance of the consumers in regard to subsequent settlement of charges. This concession of restoration of cheque payment facility shall not be given thereafter for a service connection. The consumers who request for restoration of cheque payment facility shall pay charges as follows:

(a) Low Tension Consumers: Rs.300/-.  
(b) High Tension Consumers: Rs.1000/-.  

16. **OPTION TO PAY CHARGES IN ADVANCE**

1[The consumers who opt for depositing electricity charges in advance shall be permitted to do so. Such deposits shall be recorded in the consumer meter card. Interest at bank rate or such rate as specified by the Commission shall be calculated on such balance advance amount and credited to the consumer ledger accounts.]

17. **AGREEMENT WITH RESPECT TO SUPPLY: ISSUES ON RECOVERY OF CHARGES**

(1) Every consumer shall pay to the Licensee, from the date of commencement of supply till the agreement is terminated, security deposit, minimum monthly charges, fixed charges, if any, and other charges as provided in the Tariff Orders, this Code and any other orders in this regard by the Commission, from time to time. However, any consumer, who has not availed of reconnection even after the expiry of termination of agreement period, the monthly minimum charges shall be payable up to the date of termination of such agreement].

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1*Substituted as per Commission’s Notification No. TNERC/SC/7-28, dated 05-09-2011 (w.e.f.21-09-2011) which before substitution stood as under:*

“The consumers who opt for depositing electricity charges in advance shall be permitted to do so. Such deposits shall be recorded in the consumer meter card.”

2*Substituted for the expression “may be limited to the date of disconnection” as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f.13-6-2007)*
(2) Notwithstanding the termination of the agreement, the consumer shall be liable to pay the arrears of current consumption charges or any other sum due to the Licensee on the date of disconnection and meter rent, if any, up to the date of termination of the agreement and Belated Payment Surcharge (BPSC) up to the date of payment.

(3) The Licensee may require the consumer, who, at any time during the currency of the agreement, intends to sell or otherwise dispose of or lease out in whole or in part of the premises or business to which supply is given or has been contracted for, to give three months’ notice of his intention to the designated authority of the distribution licensee and clear all dues up to the date of sale/ disposal/ lease. In the case of such notice, the agreement in so far as the consumer is concerned, will cease to operate with effect from the date specified in such notice, but without prejudice to any claim or right which may have accrued to the parties there under.

(4) If the consumer fails to give advance intimation as aforementioned of his intention to sell or lease out or otherwise dispose of the properties or business to which supply is given or contracted for, the Licensee shall have the right to recover the charges for consumption and other charges due to the Licensee under the agreement even beyond the date of sale or lease out or otherwise disposal of the properties or business.

(5) If a service connection remains disconnected for a period of three months for non-payment dues to the Licensee, the Licensee shall issue a notice requiring the consumer to get supply restored within three months from the date of receipt of such a notice and intimating him that failure to avail supply within that period will result in termination of the agreement. After the expiry of notice period of three months, the agreement shall stand terminated

(6) 2 and 3 [XXX]

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1 Substituted for the expression “Engineer of the Licensee” as per Commission’s Notification No. TNERC/SC/7-4 dated 25-5-2007 (w.e.f. 13-6-2007)

2 Inserted as per Commission’s Notification No. TNERC/SC/7-3 dated, 10-4-2007 (w.e.f. 25-4-2007)

3. Omitted as per Commission’s Notification No. TNERC/SC/7-12 dated, 27-02-2009 (w.e.f. 01-4-2009) which before omission stood as under:

   (i) The initial agreement period shall be one year from the date of availing supply and shall not apply for any reduction in the contract demand.

   (ii) The consumer may apply for and reduce his demand after expiry of initial agreement period of one year, once in a year without paying any charges for such reduction. For second and subsequent reduction in an year, the consumer shall be liable to pay one time charges of twice the demand charges for the demand surrendered.

   (iii) The consumer shall apply for and reduce the demand only upto 50% of the then existing contracted demand at the time of applying for reduction in demand].
(7). The licensee shall on receipt of the notice referred to in sub–regulation (3) make such adjustment of the dues due to him from the consumer as may be necessary to clear the dues from the consumer against the security deposit or additional security deposit or any other deposit made by the consumer, and after making such adjustment, refund the balance deposit, if any, to the consumer within three months from the date of expiry of the notice period referred to in sub – regulation (3).]

[(8) Where any consumer has more than one service connection, if he defaults in the payment of dues relating to any one of the service connections, the licensee may cause other service connections in the name of the consumer to be disconnected on issuing proper notice till all the arrears due for all the service connections are paid, notwithstanding the fact that the service connections are covered under separate agreements.]

(9)(a) In case of service connections in a premises, which have been disconnected / dismantled for defaults in payment of dues whatsoever and if such service connections are to be reconnected or new service connections are to be obtained by other persons in such premises either by purchase or transfer or lease basis, the Distribution Licensee shall reconnect such service connections or effect new service connections, as the case may be, in such premises only after payment of dues attributed to such premises by the applicant:

Provided that in cases such premises have legally been sub-divided, the outstanding dues attributed to such premises shall be divided in proportion to the area covered by that sub-division. A new service connection to any of such sub-divided premises shall be given only after the share of outstanding dues attributed to such sub-divided premises, is duly paid by the applicant. The Distribution Licensee shall not refuse connection to an applicant of such sub-divided premises only on the ground that, dues attributed to the other portion(s) of such sub-divided premises have not been paid, nor shall the licensee demand record of last paid bills of such other portion(s) from such applicants.

(b) The authorised officer of the licensee may permit such applicant to pay the outstanding dues in instalments and to avail the service on payment of 40% of the total arrears outstanding including BPSC in addition to the charges for reconnection of such service connections or effecting new service connections. The balance 60% of the outstanding dues shall be collected in 10 monthly instalments.

1. Inserted as per Commission’s Notification No. TNERC/SC/7-6, dated, 3-12-2007 (w.e.f. 19-12-2007)
2. Inserted as per Commission’s Notification No. TNERC/SC/7-10, dated, 31-7-2008 (w.e.f. 20-8-2008)
3. Inserted as per Commission’s Notification No. TNERC/SC/7-25, dated, 18-3-2011 (w.e.f. 13-4-2011)
(c) In case an intending buyer of premises requests for the details of electricity charges due from the owner/occupier of the premises to the distribution licensee, the distribution licensee shall provide such details on payment of the charges as stipulated in order of the Commission on non-tariff related miscellaneous charges for the time being in force.

18. CONSUMER GRIEVANCE REDRESSAL

All grievances of the consumers, relating to the provisions under regulations (3) to (17) of this Code shall be referred by the consumer to the respective Consumer Grievance Redressal Forum [constituted under the Act].

19. UNAUTHORIZED USE OF ELECTRICITY – INVESTIGATION AND ENFORCEMENT PROVISIONS

Section 126 of the Act deals with the provisions for investigation and enforcement in cases of unauthorized use of electricity and reads as follows:

“Assessment

(1) If on an inspection of any place or premises or after inspection of the equipments, gadgets, machines, devices found connected or used, or after inspection of records maintained by any person, the assessing officer comes to the conclusion that such person is indulging in unauthorized use of electricity, he shall provisionally assess to the best of his judgement the electricity charges payable by such person or by any other person benefited by such use.

(2) The order of provisional assessment shall be served upon the person in occupation or possession or in charge of the place of premises in such manner as may be prescribed.

(3) The person, on whom an order has been served under sub-section (2), shall be entitled to file objections, if any, against the provisional assessment before the assessing officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment within thirty days from the date of service of such order of provisional assessment of the electricity charges payable by such person.

(4) Any person served with the order of provisional assessment may, accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him:

1 Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated, 25-5-2007 (w.e.f. 13-6-2007)

2 Substituted for the expression “The person, on whom a notice has been served under sub-section (2), shall be entitled to file objections, if any, against the provisional assessment before the assessing officer, who may, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment of the electricity charges payable by such person” as per Commission’s Notification No. TNERC/SC/7-15 dated 09-10-2009 (w.e.f. 15-6-2007)
If the assessing officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.

The assessment under this section shall be made at a rate equal to twice the tariff applicable for the relevant category of services specified in sub-section (5).

Explanation: For the purposes of this section,—

(a) “assessing officer” means an officer of a State Government or Board or Licensee, as the case may be, designated as such by the State Government;

(b) “unauthorized use of electricity” means the usage of electricity —

(i) by any artificial means; or

(ii) by a means not authorized by the concerned person or authority or Licensee; or

(iii) through a tampered meter; or

(iv) for the purpose other than for which the usage of electricity was authorized; or

(v) for the premises or areas other than those for which the supply of electricity was authorised]

A Procedure for disconnection of supply of electricity and removal of the unauthorized usage of electricity.

1[^1][xxx]

2[^2]If the assessing officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection].

3[^3]The assessment under this section shall be made at a rate equal to twice the tariff applicable for the relevant category of services specified in sub-section (5).

4[^4]Explanation: For the purposes of this section,—

(a) “assessing officer” means an officer of a State Government or Board or Licensee, as the case may be, designated as such by the State Government;

(b) “unauthorized use of electricity” means the usage of electricity —

(i) by any artificial means; or

(ii) by a means not authorized by the concerned person or authority or Licensee; or

(iii) through a tampered meter; or

(iv) for the purpose other than for which the usage of electricity was authorized; or

(v) for the premises or areas other than those for which the supply of electricity was authorised]


1[^1]Omitted as per Commission’s Notification No. TNERC/SC/7-15, dated, 09-10-2009 (w.e.f.15-6-2007), which before omission stood as under:

[Provided that in case the person deposits the assessed amount, he shall not be subjected to any further liability or any action by any authority whatsoever].

2[^2]Substituted for the expression “If the assessing officer reaches to the conclusion that unauthorized use of electricity has taken place, it shall be presumed that such unauthorized use of electricity was continuing for a period of three months immediately preceding the date of inspection in case of domestic and agricultural services and for a period of six months immediately preceding the date of inspection for all other categories of services, unless the onus is rebutted by the person, occupier or possessor of such premises or place” as per Commission’s Notification No. TNERC/SC/7-15, dated, 09-10-2009 (w.e.f.15-6-2007).

3[^3]Substituted for the expression “one-and-half times” as per Commission’s Notification No. TNERC/SC/7-15, dated, 09-10-2009 (w.e.f.15-6-2007).

4[^4]Substituted for the expression “for the purpose other than for which the usage of electricity was authorised” as per Commission’s Notification No. TNERC/SC/7-15, dated, 09-10-2009 (w.e.f.15-6-2007).

(1) An assessing officer mentioned under section 126 of the Act, may either *suo motu* or on receipt of reliable information regarding unauthorized use of electricity in any premises conduct inspection of such premises.

(2) The assessing officer shall prepare a report giving details such as connected load, condition of seals, working of meter and record any irregularity noticed/ unauthorized use of electricity found.

(3) The report referred to in sub-regulation (2) shall clearly indicate whether conclusive evidence substantiating the fact that unauthorized use of electricity was found or not. The details of such evidence should be recorded in the report.

(4) In case of suspected unauthorized use of electricity, provisional assessment order shall be issued in the manner prescribed under the rules made by the State Government under section 126 (2) of the Act and final assessment order shall be issued by the assessment officer by following the procedure stipulated in section 126 of the Act. In respect of a tariff where different rates are adopted based on the slabs of consumption, the highest tariff rate specified in the tariff structure for the relevant category of service may be adopted.

(5) If the person does not deposit the assessed amount with the licensee concerned as stipulated under sub-section (4) of section 126 of the Act, the licensee concerned may proceed to recover such assessed amount and take such further action as is permitted under the Act.

(6) The enforcement provisions of the Act and the procedures given in this code shall be followed to recover the assessed amount from the person. In case of default in payment of the assessed amount, including default in payment of any of the installment permitted by the licensee concerned and agreed by the person, the licensee concerned may, after giving a fifteen days’ notice in writing disconnect the supply of electricity.

(7) The person shall remove the cause of unauthorized use immediately after its detection and give a written intimation to the licensee concerned. The licensee concerned shall check the claim of the person about the removal of the cause of unauthorized use of electricity, verified to his satisfaction. Failure of the person to remove the cause of unauthorized use shall result in levy of charges on account of unauthorized use of electricity till the cause of such unauthorized use of electricity is removed and verified and recorded by the licensee concerned or the onus of allegation of unauthorized use of electricity is rebutted by the person and accepted by the licensee concerned.

20. APPEAL UNDER SECTION 127 (1) OF THE ACT

(1) Every appeal petition made to the Appellate Authority prescribed under section 127 (1) of the Act shall be in Form 6 and shall be accompanied by a Demand Draft for an amount of Rs.100/- (Rupees one hundred only)

(2) Verification of the Appeal Petition:
(a) Every appeal petition referred to above shall be verified by an Affidavit and every such Affidavit shall be in Form-7.

(b) Every affidavit shall be drawn up in the first person and shall state the full name, age, occupation and address of the deponent and the capacity in which he is signing and shall be signed and sworn before a person lawfully authorized to take and receive affidavits.

(c) Every affidavit shall clearly and separately indicate statements, which are true to the (i) belief of the deponent. (ii) knowledge of the deponents and (iii) Information received by the deponent.

(d) Where any statement in the affidavit is stated to be true to the information received by the deponent the affidavit shall also disclose the source of the information and a statement that the deponent believes that information to be true.

(3) After an appellate authority passes orders on an appeal and when the appellant defaults in making payment of the assessed amount, he, in addition to the assessed amount, shall be liable to pay, on expiry of thirty days from the date of order, an amount of interest at the rate of sixteen percent per annum, compounded every six months.

CHAPTER 3. DISCONNECTION AND RESTORATION OF ELECTRIC SUPPLY

21. DISCONNECTION OF SUPPLY

Section 56 of the Act with regard to disconnection of supply in default of payment reads as follows:

“(1) Where any person neglects to pay any charge for electricity or any sum other than a charge for electricity due from him to a Licensee or the generating company in respect of supply, transmission or distribution or wheeling of electricity to him, the Licensee or the generating company may, after giving not less than fifteen clear days’ notice in writing, to such person and without prejudice to his rights to recover such charge or other sum by suit, cut off the supply of electricity and for that purpose cut or disconnect any electric supply line or other works being the property of such Licensee or the generating company through which electricity may have been supplied, transmitted, distributed or wheeled and may discontinue the supply until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid, but no longer:

Provided that the supply of electricity shall not be cut off if such person deposits, under protest,—

(a) an amount equal to the sum claimed from him, or

(b) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months.

whichever is less, pending disposal of any dispute between him and the Licensee.

(2) Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under this section shall be
recoverable after the period of two years from the date when such sum
became first due unless such sum has been shown continuously as
recoverable as arrears of charges for electricity supplied and the Licensee
shall not cut off the supply of the electricity”.

The provision of the Act as in sub-section (1) above is in addition to and not
in derogation of any other law for the time being in force. Accordingly the
Licensee shall be entitled to disconnect the supply of electricity subject to the
provisions of Water (Prevention and Control of Pollution) Act, 1974, Air
(Prevention and control of pollution) Act, 1981 and Environment (Protection)
Act, 1986, etc.

22. Restoration of supply of electricity
(1) The Licensee shall restore the supply to the service immediately and in
any case not exceeding twelve hours \[1\] [in the case of urban areas and twenty
four hours in the case of rural areas] on recovery of electricity charges or
such other sums together with any expenses incurred by the Licensees in
cutting off and re-connecting the supply.

(2) In the case of a service connection remaining disconnected for six
months or more the consumer’s installation will be tested, revised test report
obtained and the testing charges collected from the consumer before the
same is restored. \[2\] [Such revised test report shall be signed by the consumer
or legal owner or legal occupant of the premises].

(3) To restore supply to a High Tension service connection which remains
disconnected for one year or more, approval of the competent authority with
regard to safety and security of the installation shall be obtained.

(4) \[3\] [xxxxx]

(5) The Licensee shall restore the disconnected service before issue of
termination of Agreement Notice and also during the notice period for
termination of agreement on recovery of \[4\] [all the arrears / charges due from
the consumer’

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\[1\] Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated, 25-5-2007 (w.e.f.
13-6-2007)

\[2\] Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated, 25-5-2007 (w.e.f.
13-6-2007)

\[3\] Omitted as per Commission’s Notification No. TNERC/SC/7-35, dated, 03-06-2014 (w.e.f.
25-6-2014)

\[4\] Substituted as per Commission’s Notification No. TNERC/SC/7-35, dated, 03-06-2014
(w.e.f. 25-6-2014) which before substitution stood as under:
“total arrears due”
[(6) (i) When a service connection remains disconnected for non-payment of electricity charges beyond the notice period of three months, if the consumer comes forward within the period mentioned below to pay the actual dues and agrees to remit the charges in clause (ii) below, the official authorized by the Licensee may grant extension of time and revoke the termination of agreement provided that the lines feeding the service connection have not been dismantled, so as to facilitate reconnection of the disconnected service.

<table>
<thead>
<tr>
<th>Category</th>
<th>Period for reconnection of disconnected service</th>
</tr>
</thead>
<tbody>
<tr>
<td>HT consumers</td>
<td>Within five years from the date of Disconnection</td>
</tr>
<tr>
<td>LT Agricultural consumers</td>
<td>- do -</td>
</tr>
<tr>
<td>Other LT consumers</td>
<td>Within two years from the date of Disconnection</td>
</tr>
</tbody>
</table>

(ii) The authorized Officer of the Licensee may permit such consumer to pay the outstanding in instalments and to avail reconnection on receipt of 40% of the total arrears outstanding after closing of account due to the licensee, which include –

(a) Arrears on the date of disconnection
(b) Tariff minimum and meter rent for the period of six months from the date of disconnection (including the notice period)
(c) The applicable BPSC / interest upto the date of payment.
(d) The balance 60% of the amount shall be collected in ten monthly instalments.
(e) In addition to the above, the full amount of Security Deposit adjusted while closing of account shall be collected in one lumpsum before effecting new service connection.

1Substituted as per Commission’s Notification No TNERC/SC/7-2, dated, 19-05-2006(w.e.f.1.09.2004) which before substitution stood as under:

(3) When the service connection remains disconnected for non-payment of electricity charges beyond the notice period of three months, if the consumer comes forward to pay the actual dues and agrees to remit the tariff minimum charges in respect of HT services, monthly minimum in respect of LT services for the period of disconnection after termination of agreement period with re-connection charges, the Licensee may grant extension of time beyond such notice period and revoke the termination of agreement provided that the lines feeding the service connection have not been dismantled so as to facilitate re-connection of the disconnected service.

(4) If the consumers of disconnected services come forward for reconnection after 5 years in case of H.T. services and two years in case of LT services from the date of disconnection, the Licensee shall treat them as new applicants and supply effected after recovering all charges applicable to a new service connection and all other arrears with BPSC.

2 Inserted as per Commission’s Notification No TNERC/SC/7-35, dated, 03-06-2014(w.e.f.25-6-2014)

3 & 4 Omitted as per Commission’s Notification No TNERC/SC/7-35, dated, 03-06-2014(w.e.f.25-6-2014) which before omission stood as

3 - “beyond the notice period” and 4 - “in accordance with sub-regulation (4)”
Explanation: For the purpose of removal of doubts, it is hereby declared that any tariff minimum collected by the Tamil Nadu Electricity Board prior to the date of publication of the Tamil Nadu Electricity Supply (Amendment) Code, 2006 in the Tamil Nadu Government Gazette, that is to say prior to 21st June 2006 on the basis of sub-regulation (6) as it stood before the said amendment need not be refunded by the Tamil Nadu Electricity Board.

(7) If the consumers of the disconnected service come forward for reconnection after the period mentioned in sub-regulation (6) (i), the licensee shall treat them as new applicants and supply effected after recovering all charges applicable to a new service connection and all other arrears with BPSC.

(8) The facility of payment in installments will be made available to the consumer on request. To avail of this facility, the consumer shall execute an undertaking in Form (5) in the Appendix to this Code.

Chapter 4 : Tampering, Distress or Damage to Electrical Plant, Meters etc.,

23. The Act deals elaborately under sections 135 to 141 regarding the tampering, distress etc., Hence in this Code, for the sake of completeness and to provide consolidated information to the consumers on electric supply, the relevant provisions of the Act as well as procedure for assessment of the electricity charges, disconnection of supply of electricity and removing the meter, electric line, electric plant and other apparatus in case of theft of electricity and measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter are set out below.

1 Inserted as per Commission’s Notification No. TNERC/SC/7-2(1), dated 20-9-2006 (w.e.f. 1-09-2004)

2 Substituted as per Commission’s Notification No. TNERC/SC/7-4 dated, 25-5-2007 (w.e.f.13-6-2007)

“relevant provisions of the Act are reproduced for ready reference"
(A) Tampering of meters and theft of electricity

1[(1) Section 135 of the Act, which deals with theft of electricity, reads as follows:

(1) Whoever, dishonestly, -
   a. taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a Licensee or supplier as the case may be; or
   b. tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or
   c. damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity.
   d. uses electricity through a tampered meter or
   e. uses electricity for the purpose other than for which the usage of electricity was authorised,

   so as to abstract or consume or use electricity shall be punishable with imprisonment for a term which may extend to three years or with fine or with both;

1Substituted as per Commission’s Notification No. TNERC/SC/7-15, dated, 09-10-2009 (w.e.f.15-06-2007), which before substitution stood as under :

(1) Section 135 of the Act, which deals with theft of electricity, reads as follows :

(1) Whoever, dishonestly, -
   a. taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a Licensee; or
   b. tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or
   c. damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity, so as to abstract or consume or use electricity shall be punishable with imprisonment for a term which may extend to three years or with fine or with both;

Provided that in a case where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use –

(i) does not exceed 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction the fine imposed shall not be less than six times the financial gain on account of such theft of electricity.

(ii) exceeds 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction, the sentence shall be imprisonment for a term not less than six months but which may extend to five years and with fine not less than six times the financial gain on account of such theft of electricity:

Provided further that if it is proved that any artificial means or means not authorised by the Board or Licensee exist for the abstraction, consumption or use of electricity by the consumer, it shall be presumed, until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by such consumer.
Provided that in a case where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use—

(i) does not exceed 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction the fine imposed shall not be less than six times the financial gain on account of such theft of electricity.

(ii) exceeds 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction, the sentence shall be imprisonment for a term not less than six months, but which may extend to five years and with fine not less than six times the financial gain on account of such theft of electricity.

Provided further that in the event of second and subsequent conviction of a person where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use exceeds 10 kilowatt, such person shall also be debarred from getting any supply of electricity for a period which shall not be less than three months but may extend to two years and shall also be debarred from getting supply of electricity for that period from any other source or generating station:

Provided further that if it is proved that any artificial means or means not authorized by the Board or Licensee or supplier, as the case may be exist for the abstraction, consumption or use of electricity by the consumer, it shall be presumed, until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by such consumer.

(1A) Without prejudice to the provisions of this Act, the licensee or supplier, as the case may be, may, upon detection of such theft of electricity, immediately disconnect the supply of electricity:

Provided that only such officer of the licensee or supplier, as authorised for the purpose by the Appropriate Commission or any other officer of the licensee or supplier, as the case may be, of the rank higher than the rank so authorised shall disconnect the supply line of electricity:

Provided further that such officer of the licensee or supplier, as the case may be, shall lodge a complaint in writing relating to the Commission of such offence in police station having jurisdiction within twenty four hours from the time of such disconnection:

“relevant provisions of the Act are reproduced for ready reference”.

Provided also that the licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provisions of this Act, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to this clause, restore the supply line of electricity within forty-eight hours of such deposit or payment]

(2) 4[Any officer of the licensee or supplier as the case may be] authorized in this behalf by the State Government may—

(a) enter, inspect, break open and search any place or premises in which he has reason to believe that electricity has been or is being used unauthorisedly;

“relevant provisions of the Act are reproduced for ready reference”.  

Provided also that the licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provisions of this Act, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to this clause, restore the supply line of electricity within forty-eight hours of such deposit or payment]
(b) search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been or is being used for unauthorized use of electricity;

(c) examine or seize any books of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect of the offence under sub-section (l) and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts therefrom in his presence.

(3) The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list;

Provided that no inspection, search and seizure of any domestic places or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

(4) The provisions of the Code of Criminal Procedure, 1973 (2 of 1974), relating to search and seizure shall apply, as for as may be, to searches and seizure under this Act.”

Explanation: For the purposes of the above section on tampering of meters and theft of electricity, if the premises in question are occupied by an authorized tenant through an agreement with the respective consumer, the responsibility shall rest with the authorized tenant only.

21[***] (AA) The Procedure for assessment of the electricity charges, disconnection of supply of electricity and removing the meter, electric line, electric plant and other apparatus in case of theft of electricity as detailed in section 135 of the Act is given below:

(1) The officer authorized under sub-section (2) of section 135 of the Act (hereinafter referred to as the authorized officer), may either suo-motu or on receipt of reliable information regarding theft of electricity in any premises, conduct inspection of such place or premises (The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall apply, as far as may be, to searches and seizure under this Act.).

(2) (a) The authorized officer shall prepare a report at the place or premises giving details such as connected load, condition of seals, working of meter and record, modus operandi adopted for theft of energy. Any damage or destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the Licensee or supplier concerned, caused or allowed to be caused by the accused person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report indicating whether conclusive evidence substantiating the fact that theft of energy was found or not. The authorized officer may also take photo or prepare a diagram illustrating the arrangements found to have been made for theft of electricity, wherever feasible and such photo or diagram shall form a part of inspection report. Upon detection of such theft of
electricity, the officer of the licensee or supplier, as the case may be, as authorized for the purpose by the Commission, may, immediately disconnect the supply line of electricity and a complaint shall be lodged in the police station as per the procedure stipulated in section 135 (1A) of the Act on the basis of the materials collected by the Assessment officer who has conducted the inspection. The supply to the premises shall be restored only after satisfying the stipulation of the third proviso of section 135 (1A) of the Act.

(b) To carry out all or any of the above acts specified in subsection (1A) of section 135 of the Act, the Commission authorises the same officers of the Licensee or the supplier as authorised by the Government of Tamil Nadu to do all or any of the acts specified in clauses (a) to (c) of sub-section (2) of section 135 of the Act.

(3) In case of suspected theft by tampering of meter or metering equipment, meter connection security seal or by replacing original seal by bogus seal, the meter shall be removed and sealed and a separate report shall be prepared on the condition of the meter and metering equipment removed and sealed. At the time of sealing, signatures of the accused person and also of the officers of licensee or supplier concerned, as the case may be, and any other witness shall be obtained on this report. This report shall also form a part of the inspection report. The supply shall be restored only through a meter tested in an accredited test laboratory and metering equipment of appropriate rating subject to satisfying the condition as specified in sub-regulation (2). In such cases, the licensee or supplier concerned, as the case may be, shall also verify the connected load at the premises and record details of equipment found in the premises, in the inspection report.

(4) In cases where the theft of electricity by by-passing the meter or metering equipment is detected and the electrical load, fully or partially, or the accused person’s connection is found connected directly with the lines, cables or electrical plant, electric supply to such premises shall be disconnected forthwith as stipulated in sub-regulation (2) and shall be restored only after the cause of theft is removed to the satisfaction of the licensee or supplier concerned, as the case may be, and subject to satisfying the condition as stipulated in sub-regulation (2).

(5) In cases of theft by direct tapping from the licensee’s or supplier’s lines, cables or electrical plant of the licensee or supplier, if the accused person unauthorisedly connects or reconnects any meter of the licensee or supplier in a disconnected service, then electric supply to such premises or place shall be disconnected forthwith as stipulated in sub-regulation (2). The licensee or supplier concerned, as the case may be, may subsequently remove or divert or convert his line, cable or electrical plant to prevent further theft of electricity provided that such action shall not result in any inconvenience in affording quality supply or disruption of supply, to other consumers.

(6) The authorized officer and any other officer of the licensee or supplier concerned, as the case may be, who accompanied the authorized officer shall sign the inspection report in all the above cases and obtain signatures of the accused person or his representative and the same must be handed over to the accused person or his representative at
site immediately under proper receipt. In case of refusal by the accused person either to sign or accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in or outside the premises and a note recorded on the office copy of the inspection report to the effect that the copy of the report has been pasted at the conspicuous place of the premises. A copy of the report shall be subsequently sent to the accused person of the premises under registered post within three days of inspection.

(7) Where it is established that there is a case of theft of energy, the authorized officer shall assess the quantum of energy consumption for the past twelve months as per the assessment formula given in Form 8 in Appendix to this code and prepare provisional assessment order for the charges for such consumption at two times of the tariff applicable (i.e) the applicable tariff for the purpose for which the pilfered energy was used) and serve on the accused person under proper receipt. The authorized officer may reduce the period for such billing if it is established by the facts or documents submitted in the representation of the accused person or any such other evidence observed by the authorized officer. Wherever electronic meters are installed and the load curves are studied periodically, the period of theft could be limited to the exact period as could be determined scientifically. The authorized officer shall record reasons for such reduction in the period of billing, in the assessment order. The energy consumption arrived at as per the formula referred to in the said Form 8 will be charged excluding the energy consumption recorded by the meter as per the rates specified by the Commission's Tariff Order.

3[Provided that if the quantum of energy consumption is recorded in the meter installed by the Distribution Licensee in the consumer's premises, the authorized officer shall arrive such energy consumption as per the assessment formula given in Form 8-A in Appendix to this Code]

(8) Within five days of inspection, the authorized officer shall serve on the accused person, provisional assessment order in the Form 9 in Appendix to this code for the charges for the theft of electricity based on the evidence recorded during the course of inspection. The order should clearly state the time, date and place at which the reply has to be submitted and the designation/address of the officer to whom it should be addressed. The accused person shall be required to submit his representation within seven days of issue of the provisional assessment order.

(9) In case of suspected theft through a tampered meter, such tampered meter taken out and sealed at the time of inspection, as prescribed in sub regulation (3), shall be sent to the third party accredited meter testing laboratory as arranged by the licensee or supplier concerned, as the case may be, or to the Chief Electrical Inspector to the State Government till such time the third party meter testing arrangement is established by the licensee or supplier concerned, as the case may be. The accused person shall be given a notice of seven working days for witnessing the test of such meter at such meter testing laboratory. The notice shall clearly indicate the time, date and place wherein the suspected tampered meter shall be tested and the accused person shall be allowed to witness the test. The accused person
shall duly sign the test results report after witnessing it. If such accused person does not turn up at the meter testing laboratory on the appointed date and time indicated in the notice to witness the test or refuses to sign the test results, the licensee or supplier concerned, as the case may be, shall carry out the test in the absence of such accused person and shall send a copy of results to the accused person through registered post within three days of the date of testing.

(10) In cases where the meter has been tested at such meter testing laboratory and where it is established that there is a case of theft of energy, the procedure for assessment as specified in sub regulation (7) shall be followed.

(11) In case the accused person does not respond to the provisional order within seven working days, the licensee or supplier concerned, as the case may be, may proceed to initiate the recovery against the provisional assessment order.

(12) Within seven working days from the date of submission of such accused person's reply, if made within the seven working days from the date of receipt of provisional assessment order, the authorized officer shall arrange a personal hearing with such accused person. For this purpose the authorized officer shall serve a three days notice to such accused person to allow him for a personal hearing and shall also allow any additional submission of new facts or documents if any, during the course of hearing by such accused person. If such accused person does not respond to the notice in the matter, the authorized officer shall proceed to issue the final assessment order, as per the procedure specified herein after.

(13) Before the personal hearing, the authorized officer before whom personal hearing shall be conducted, shall analyze the case after carefully considering all the documents, submissions by the accused person, facts on record and the consumption pattern, whatever available.

(14) The authorized officer shall also compute the quantum of energy consumption for the past twelve months. The Assessment Officer may study the energy consumption pattern of the Service Connection concerned for the past one year or more. If necessary, it may also be compared with the load/production pattern or output of the service connection. In case of suspected theft, if consumption pattern is commensurate with the assessed consumption or in case of the decision that the case of suspected theft is not established, no further proceedings shall be taken and the decision shall be communicated to the accused person under proper receipt within three working days and the supply to the premises shall be restored forthwith.

(15) Considering the facts submitted by the accused person, the authorised officer shall issue, within seven working days from the date of enquiry, a final assessment order in Form 10 in Appendix to this code. If the accused person does not respond to the personal hearing, the authorised officer shall issue a final assessment order within fifteen days from the issuance of provisional assessment order. This speaking order shall contain a
brief of inspection report, submissions made by accused person in his written reply as well as during his personal hearing and reasons for acceptance or rejection of the same and the assessment charges as per sub-regulation (12). In the final assessment order, charges, if any, paid by the accused person during the period for which the assessment is done shall be duly credited, if warranted, to avoid duplication of billing for such period.

(16) The final assessment amount and the last date should be clearly stated in the speaking order. A copy of the speaking order shall be handed over to the accused person under proper receipt on the same day.

(17) The accused person shall be required to make the payment within seven working days of receipt of final assessment order. On deposit or payment of the assessed amount or electricity charges by the accused person, supply to the premises shall be restored as referred to in the third proviso of section 135 (1A) of the Act.

(18) In case of default in payment of the assessed amount, the licensee or supplier concerned, as the case may be, shall, after giving a fifteen days' notice in writing, remove meter and service line and also electrical plant for giving supply to this connection. However if the accused person makes payment within notice period, surcharge applicable to that category shall also be payable as prescribed in this code.

(19) In case where the theft of electricity in the premises which does not have regular electricity connection, has been detected and the licensee or supplier concerned, as the case may be, shall forthwith disconnect the supply to such premises. In such premises supply shall be given only after the accused person has cleared the dues to be paid on account of charges assessed for theft of electricity in full including surcharge if any and has availed a regular new connection after completing the required formalities.

(20) If the accused person does not make payment, the licensee or supplier concerned, as the case may be, may proceed to recover its dues against such order and take such further action as is permitted under the Act.

(21) If no person is available to whom the provisional or final assessment order can be served with reasonable diligence or if any person refuses to accept or avoids to receive such order, it shall be affixed at the inspected premises in the presence of two witnesses and in such case an endorsement to the effect shall be made in the copy of such order. An assessment order so affixed shall be deemed to have been duly served to the person or occupier of the premises.

(22) In case of compounding the notice as in Form 11 in Appendix to this code may be issued and the amount collected as per section 152 of the Act.

**Explanation:** For the purpose of this regulation and regulation 23-BB:

(a) “accused person” shall mean and include the owner or occupier of the premises or his authorized agent or representative or any other person who is in occupation or possession or in charge of the premises at the relevant time of detection of theft of electricity or any other person who has been benefited by the theft of electricity.

(b) “authorised officer”, shall in case if he is not an officer of the licensee or supplier, as the case may be, mean and include an officer designated or appointed as an authorised officer by the State Government for the purpose of
dealing with theft of electricity as provided in the Act, including the
assessment of theft of energy empowered under this code.

(c) “licensee or supplier” means and includes the licensee or supplier,
as the case may be or his franchisee or his authorized agent or
representative who alleges the occurrence of theft of electricity.]

1Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated 25.5.2007 (w.e.f. 13-06-2007)

2Substituted as per Commission’s Notification No. TNERC/SC/7-5, dated, 23-8-2007 (w.e.f. 15-06-2007) which before substitution stood as under

(AA) The Procedure for assessment of the electricity charges, disconnection of supply of electricity and removing the meter, electric line, electric plant and other apparatus in case of theft of electricity is detailed below:

(1) The officer authorized under sub-section (2) of section 135 of the Act (hereinafter referred to as the authorized officer), may either suo-motu or on receipt of reliable information regarding theft of electricity in any premises, conduct inspection of such place or premises (The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall apply, as far as may be, to searches and seizure under this Act.).

(2) The authorized officer shall prepare a report at the place or premises giving details such as connected load, condition of seals, working of meter and record, modus operandi adopted for theft of energy. Any damage or destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the licensee concerned caused or allowed to be caused by the accused person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report indicating whether conclusive evidence substantiating the fact that theft of energy was found or not. The authorized officer may also take photo or prepare a diagram illustrating the arrangements found to have been made for theft of electricity, wherever feasible and such photo or diagram shall form a part of inspection report.

(3) In case of suspected theft by tampering of meter or metering equipment, meter connection security seal or by replacing original seal by bogus seal, the meter shall be removed and sealed and a separate report shall be prepared on the condition of the meter and metering equipment removed and sealed. At the time of sealing, signatures of the accused person and also of the officers of licensee concerned and any other witness shall be obtained on this report. This report shall also form a part of the inspection report. The supply shall be restored through a meter tested in an accredited test laboratory and metering equipment of appropriate rating. In such cases, the licensee concerned shall also verify the connected load at the premises and record details of equipment found in the premises, in the inspection report.

(4) In cases where the theft of electricity by by-passing the meter or metering equipment is detected and the electrical load, fully or partially, or the accused person’s connection is found connected directly with the lines, cables or electrical plant, electric supply to such premises shall be disconnected forthwith on the spot by the licensee concerned and shall be restored only after the cause of theft is removed to the satisfaction of the licensee concerned and the accused person gives an undertaking to pay charges of assessment bill, with due opportunity to him for making representation.

(5) In cases of theft by direct tapping from the licensee’s lines, cables or electrical plant of the licensee, if the accused person unauthorizedly connects or reconnects any meter of the licensee in a disconnected service, then electric supply to such premises or place shall be disconnected forthwith by the licensee concerned. The licensee concerned may subsequently remove or divert or convert his line, cable or electrical
plant to prevent further theft of electricity provided that such action shall not result in any inconvenience in affording quality supply or disruption of supply, to other consumers.

(6) The authorized officer and any other officer of the licensee concerned who accompanied the authorized officer shall sign the inspection report in all the above cases and obtain signatures of the accused person or his representative and the same must be handed over to the accused person or his representative at site immediately under proper receipt. In case of refusal by the accused person either to sign or accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in or outside the premises and a note recorded on the office copy of the inspection report to the effect that the copy of the report has been pasted at the conspicuous place of the premises. A copy of the report shall be subsequently sent to the accused person of the premises under registered post within three days of inspection.

(7) Where it is established that there is a case of theft of energy, the authorized officer shall assess the quantum of energy consumption for the past twelve months as per the assessment formula given in Form 8 in Appendix to this code and prepare provisional assessment order for the charges for such consumption at two times of the tariff applicable (i.e) the applicable tariff for the purpose for which the pilfered energy was used) and serve on the accused person under proper receipt. The authorized officer may reduce the period for such billing if it is established by the facts or documents submitted in the representation of the accused person or any such other evidence observed by the authorized officer. Wherever electronic meters are installed and the load curves are studied periodically, the period of theft could be limited to the exact period as could be determined scientifically. The authorized officer shall record reasons for such reduction in the period of billing, in the assessment order. The energy consumption arrived at as per the formula referred to in the said Form 8 will be charged excluding the energy consumption recorded by the meter as per the rates specified by the Commission’s Tariff Order.

(8) Within five days of inspection, the authorized officer shall serve on the accused person, provisional assessment order in the Form 9 in Appendix to this code for the charges for the theft of electricity based on the evidence recorded during the course of inspection. The order should clearly state the time, date and place at which the reply has to be submitted and the designation/address of the officer to whom it should be addressed. The accused person shall be required to submit his representation within seven days of issue of the provisional assessment order.

(9) In case of suspected theft through a tampered meter, such tampered meter taken out and sealed at the time of inspection, as prescribed in sub regulation (3), shall be sent to the third party accredited meter testing laboratory as arranged by the licensee concerned or to the Chief Electrical Inspector to the State Government till such time the third party meter testing arrangement is established by the licensee concerned. The accused person shall be given a notice of seven working days for witnessing the test of such meter at such meter testing laboratory. The notice shall clearly indicate the time, date and place wherein the suspected tampered meter shall be tested and the accused person shall be allowed to witness the test. The accused person shall duly sign the test results report after witnessing it. If such accused person does not turn up at the meter testing laboratory on the appointed date and time indicated in the notice to witness the test or refuses to sign the test results, the licensee concerned shall carry out the test in the absence of such accused person/refusal to sign the test results and shall send a copy of results to the accused person through registered post within three days of the date of testing.

(10) In cases where the meter has been tested at such meter testing laboratory and where it is established that there is a case of theft of energy, the procedure for assessment as specified in sub regulation (7) shall be followed.
(11) In case the accused person does not respond to the provisional order within seven working days, the licensee concerned may proceed to initiate the recovery against the provisional assessment order.

(12) Within seven working days from the date of submission of such accused person’s reply, if made within the seven working days from the date of receipt of provisional assessment order, the authorized officer shall arrange a personal hearing with such accused person. For this purpose the authorized officer shall serve a three days notice to such accused person to allow him for a personal hearing and shall also allow any additional submission of new facts or documents if any, during the course of hearing by such accused person. If such accused person does not respond to the notice in the matter, the authorized officer shall proceed to issue the final assessment order, as per the procedure specified herein after.

(13) Before the personal hearing, the authorized officer before whom personal hearing shall be conducted, shall analyze the case after carefully considering all the documents, submissions by the accused person, facts on record and the consumption pattern, whatever available.

(14) The authorized officer shall also compute the quantum of energy consumption for the past twelve months. The Assessment Officer may study the energy consumption pattern of the Service Connection concerned for the past one year or more. If necessary, it may also be compared with the load/production pattern or output of the service connection. In case of suspected theft, if consumption pattern is commensurate with the assessed consumption or in case of the decision that the case of suspected theft is not established, no further proceedings shall be taken and the decision shall be communicated to the accused person under proper receipt within three working days.

(15) Considering the facts submitted by the accused person the authorised officer shall pass, within seven working days from the date of enquiry, a final assessment order in Form 10 in Appendix to this code. If the accused person does not respond to the personal hearing, the authorised officer shall issue a final assessment order within fifteen days from the issuance of provisional assessment order. Final assessment order shall contain a brief of inspection report, submissions made by accused person in his written reply as well as during his personal hearing and reasons for acceptance or rejection of the same and the assessment charges as per sub-regulation (12). In the final assessment order, charges, if any, paid by the accused person during the period for which the assessment is done shall be duly credited, if warranted, to avoid duplication of billing for such period.

(16) The accused person shall be required to make the payment within seven working days of receipt of final assessment order.

(17) The authorized officer may, taking into consideration the financial position and other conditions of the accused person, extend the last date of payment or approve the payment to be made in instalments on a written request made by the accused person and an undertaking is given by him to abide by the schedule of payment along with surcharge due, as per rules. The amount, the extended last date and or time schedule of payment in instalments should be clearly stated in the speaking order. A copy of the speaking order shall be handed over to the accused person under proper receipt on the same day.

(18) In case of default in payment of the assessed amount, including default in payment of any of the scheduled instalments permitted by the authorized officer and agreed by the accused person, the licensee concerned shall, after giving a fifteen days’ notice in writing, disconnect the supply of electricity, remove meter and service line and also electrical plant for giving supply to this connection. However if the accused person makes payment within notice period, surcharge applicable to that category shall also be payable as prescribed in this code.

(19) In case where the theft of electricity in the premises which does not have regular electricity connection, has been detected and the licensee concerned shall
forthwith disconnect the supply to such premises. In such premises supply shall be
restored only after the accused person has cleared the dues to be paid on account
of charges assessed for theft of electricity in full and has availed a regular new
connection after completing the required formalities.

(20) If the accused person does not make payment, the licensee concerned may
proceed to recover its dues against such order and take such further action as is
permitted under the Act.

(21) If no person is available to whom the provisional or final assessment order
can be served with reasonable diligence or if any person refuses to accept or avoids to
receive such order, it shall be affixed at the inspected premises in the presence of two
witnesses and in such case an endorsement to the effect shall be made in the copy of
such order. An assessment order so affixed shall be deemed to have been duly served
to the person or occupier of the premises.

(22) In all the above cases, except the cases for which compounding money has
already been collected, the licensee shall file a complaint as provided for in section 151
of the Act, against the accused person suspected to have committed the theft of
electricity on the basis of the materials collected by the authorized officer who has
conducted the inspection. In case of compounding the notice as in Form 11 in
Appendix to this code may be issued and the amount collected as per section 152 of
the Act.

Explanation: For the purpose of this regulation and regulation 23-BB:

(a) “accused person” shall mean and include the owner or occupier of the premises
or his authorized agent or representative or any other person who is in occupation or
possession or in charge of the premises at the relevant time of detection of theft of
electricity or any other person who has been benefited by the theft of electricity.

(b) “authorised officer”, shall in case if he is not an officer of the licensee concerned, mean and include an officer designated or appointed as an authorised
officer by the State Government for the purpose of dealing with theft of electricity as
provided in the Act, including the assessment of theft of energy empowered under this
code.

(c) “licensee concerned “ means and includes the licensee or his franchisee or
his authorized agent or representative who alleges the occurrence of theft of
electricity.

3 Inserted as per Commission’s Notification No. TNERC/SC/7-27, dated 27-05-2011(w.e.f. 15-06-2011)
(B) Theft of electric lines and materials

(1) Section 136 of the Act, which deals with theft of electric lines and materials, reads as follows:

“(1) Whoever, dishonestly,—

(a) cuts or removes or takes away or transfers any electric line, material or meter from a tower, pole, any other installation or place of installation or any other place, or site where it may be rightfully or lawfully stored, deposited, kept, stocked, situated or located, including during transportation, without the consent of the Licensee or the owner, as the case may be, whether or not the act is done for profit or gain; or

(b) stores, possesses or otherwise keeps in his premises, custody or control, any electric line, material or meter without the consent of the owner, whether or not the act is committed for profit or gain; or

(c) loads, carries, or moves from one place to another any electric line, material or meter without the consent of its owner, whether or not the act is done for profit or gain, is said to have committed an offence of theft of electric lines and materials, and shall be punishable with imprisonment for a term which may extend to three years or with fine or with both.

(2) If a person, having been convicted of an offence punishable under sub-section (l) is again guilty of an offence punishable under that sub-section, he shall be punishable for the second or subsequent offence for a term of imprisonment which shall not be less than six months but which may extend to five years and shall also be liable to fine which shall not be less than ten thousand rupees.”

1[(BB) The measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter are detailed below:

(1) The licensee shall arrange for routine testing and certification of different meters as stipulated in the Central Electricity Authority (Installation and Operation of Meters) Regulations 2006 and in any other directions issued by the Commission.

(2) The licensee shall arrange to provide pilfer proof meter boxes and meters with anti tampering features as stipulated in the regulations made by Authority under the Act on Installation and Operation of Meters in all industrial new connections and at least in 10% existing industrial connections every year. This may be extended to other categories whose load / demand is more than 18.6 KW.

(3) All new Industrial, HT and EHT metering systems shall be immune to external influences like magnetic induction, vibration, electrostatic discharge, switching Transients, Surge Voltages, oblique suspension, harmonics or any other factor. This may be extended to other categories whose existing contracted load / demand is more than 18.6 KW.

1. Inserted as per Commission’s Notification No.TNERC/SC/7-4 dated 25-5-2007 ( w.e.f. 13-06-2007)
(4) The licensee shall arrange for regular and surprise inspection of premises by their officers to ensure prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter. At least 5% of total connections should be inspected annually and the provisions contained in Sections 126 and 135 (2) shall be effectively implemented.

(5) Priority shall be given to detection of theft of electricity cases by the licensee, particularly in theft prone areas.

(6) The licensee shall evolve a system and put in place within three months for carrying out regular monthly monitoring of consumption of high value consumer, which shall include all the HT connections and LT connections having contract demand of 18.6 KW and above. Variations in the consumption shall be carefully analyzed. The licensee shall arrange prompt inspection in doubtful cases.

(7) The licensee shall endeavour to install remote metering devices on all HT connections on priority, and may be implemented over a period of time after analysing cost economics, for the purpose of monitoring of consumption and prevention of theft of electricity. The licensee shall further endeavour to install remote metering devices on high value LT connections.

(8) The licensee shall arrange to give due publicity through the media, TV, newspaper and by displaying in boards at consumer service related offices of the licensee to bring awareness regarding the level of commercial losses due to theft or unauthorized use of electricity, its implication on the honest consumers and seek the co-operation of the consumers for prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter. The licensee shall also display boards containing the information on the above at its consumer service related offices.

(9) The licensee shall arrange to display feeder wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

(10) The licensee shall arrange to provide requisite security staff to the inspecting officers for their safety and expenses on such account shall be a pass through in the Annual Revenue Requirement of the licensee. Such security staff shall invariably accompany the inspecting officers in order to ensure safety of the inspecting officer.

(11) The licensee shall arrange to install meter on distribution transformers of the suspected area where the possibilities of theft of electricity exists and shall monitor the consumption of such meters with the consumption of individual consumer meters connected to the distribution transformer. The licensee shall carry out intensive inspection in areas, if the difference in consumption of the distribution transformers meter and individual consumer meters connected to the distribution transformer is abnormal.
(12) The licensee may provide HV distribution system in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by direct hooking.

(13) The licensee is authorized to relocate the meters of existing consumers to an appropriate location so that it is outside the premises but within the boundary wall and easily accessible for reading, inspection/testing and other related works.

(14) The licensee shall ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in a year. ]

(C) Punishment for receiving stolen property

(1) Section 137 of the Act, which deals with punishment for receiving stolen property, reads as follows:

“Whoever, dishonestly receives any stolen electric line or material knowing or having reasons to believe the same to be stolen property, shall be punishable with imprisonment of either description for a term which may extend to three years or with fine or with both.”

(D) Interference with meters or works of Licensee

(1) Section 138 of the Act, which deals with interference with meters or works of Licensee reads as follows:

“(1) Whoever,—

(a) unauthorizedly connects any meter, indicator or apparatus with any electric line through which electricity is supplied by a Licensee or disconnects the same from any such electric line; or

(b) unauthorizedly reconnects any meter, indicator or apparatus with any electric line or other works being the property of a Licensee when the said electric line or other works has or have been cut or disconnected; or

(c) lays or causes to be laid, or connects up any works for the purpose of communicating with any other works belonging to a Licensee; or

(d) maliciously injures any meter, indicator, or apparatus belonging to a Licensee or willfully or fraudulently alters the index of any such meter, indicator or apparatus or prevents any such meter, indicator or apparatus from duly registering;

shall be punishable with imprisonment for a term which may extend to three years, or with fine which may extend to ten thousand rupees, or with both, and, in the case of a continuing offence, with a daily fine which may extend to five hundred rupees; and if it is proved that any means exist for making such connection as is referred to in clause (a) or such re-connection as is referred to in clause (b), or such communication as is referred to in clause (c), for causing such alteration or prevention as is referred to in clause (d), and that the meter, indicator or apparatus is under the custody or control of the consumer, whether it is his property or not, it shall be presumed, until the contrary is proved, that such connection, reconnection, communication alteration, prevention or improper use, as the case may be, has been knowingly and willfully caused by such consumer.”
(E) **Negligently breaking or damaging works**

(1) Section 139 of the Act, which deals with negligent usage, reads as follows:

“Whoever, negligently breaks, injures, throws down or damages any material connected with the supply of electricity, shall be punishable with fine which may extend to ten thousand rupees.”

(F) **Penalty for intentionally injuring works**

(1) Section 140 of the Act, which deals with the penalty for maliciously wasting electricity or injuring works, reads as follows:

“Whoever, with intent to cut off the supply of electricity, cuts or injures, or attempts to cut or injure, any electric supply line or works, shall be punishable with fine which may extend to ten thousand rupees.”

(G) **Extinguishing public lamps**

(1) Section 141 of the Act, which deals with penalty for extinguishing public lamps, reads as follows:

“Whoever, maliciously extinguishes any public lamp shall be punishable with fine which may extend to two thousand rupees.”

24. Compounding of offences

1[(1) Compounding of offences shall be done in accordance with section 152 of the Act.

1Substituted as per Commission’s No TNERC/SC/7-19 /dated, 06.05.2010 (w.e.f. 26-06-2008) which before substitution stood as under:

(1) **Section 152 of the Act which deals with compounding of offences reads as**:

(1) Notwithstanding anything contained in the Code of Criminal Procedure, 1973 (2 of 1974), the Appropriate Government or any officer authorized by it in this behalf may accept from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under this Act, a sum of money by way of compounding of the offence as specified in the Table below:

<table>
<thead>
<tr>
<th>Nature of Service</th>
<th>Rate at which the sum of money for Compounding to be collected per Kilowatt (KW) / Horse Power (HP) or part thereof for Low Tension (LT) supply and per Kilo Volt Ampere (KVA) of Contracted demand for High Tension (HT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Industrial Service</td>
<td>twenty thousand rupees ;</td>
</tr>
<tr>
<td>2. Commercial Service</td>
<td>ten thousand rupees ;</td>
</tr>
<tr>
<td>3. Agricultural Service</td>
<td>two thousand rupees ;</td>
</tr>
<tr>
<td>4. Other Services</td>
<td>four thousand rupees ;</td>
</tr>
</tbody>
</table>

Provided the Appropriate Government may, by notification in the official Gazette, ended the rates specified in the Table above.

(2) On payment of the sum of money in accordance with sub-section (1), any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court.

(3) The acceptance of the sum of money for compounding an offence in accordance with sub-section (1) by the Appropriate Government or an officer empowered in this behalf shall be deemed to amount to an acquittal within the meaning of Section 300 of the Code of Criminal Procedure, 1973 (2 of 1974).

(4) The compounding of an offence under sub-section (1) shall be allowed only once for any person or consumer”]
(2) In case the Government of Tamil Nadu has notified the rate for compounding in accordance with the proviso to sub section (1) of section 152 of the Act, the same shall apply for the purpose of compounding.]

25. Power for Licensee to enter premises and to remove fittings or other apparatus of Licensee

(1) Section 163 of the Act provides for the powers for Licensee to enter premises and reads as:

“(1) A Licensee or any person duly authorized by a license may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, of any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of—

(a) Inspecting, testing, repairing or altering the electric supply-lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Licensee; or

(b) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or

(c) Removing where a supply of electricity is no longer required, or where the Licensee is authorized to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the Licensee.

(2) A Licensee or any person authorized as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than twenty-four hours notice in writing to the occupier, —

(a) enter any premises or land referred to in sub-section (l) for any of the purposes mentioned therein;

(b) enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires fittings, works and apparatus for the use of electricity belonging to the consumer.

(3) Where a consumer refuses to allow a Licensee or any person authorized as aforesaid to enter his premises or land in pursuance of the provisions of sub-section (l) or, sub-section (2), when such Licensee or person has so entered, refuses to allow him to perform any act which he is authorized by those sub-sections to perform, or fails to give reasonable facilities for such entry of performance, the Licensee may, after the expiry of twenty-four hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues, but for no longer.”
26. Code to be read along with Distribution Code, Electricity Act 2003 and amendments etc.,

(1) As this Code is intended to deal with the working relations between the Licensee and the consumer, this Code shall be read along with the Distribution Code, the State Grid Code and other relevant provisions of the Act, rules and regulations made there under pertaining to supply and consumption of electricity.

(2) Where any of the provisions of this Code is found to be inconsistent with those of the Act, rules or regulations made there under, notwithstanding such inconsistency, the remaining provisions of this Code shall remain operative.

(3) Where any dispute arises as to the application or interpretation of any provision of this Code, it shall be referred to the Commission whose decision shall be final and binding on the parties concerned.

(4) Wherever extracts of the Electricity Act 2003 are reproduced, any changes / amendments to the original Act shall automatically be deemed to be effective under this Code also.
CHAPTER 5 : CODE REVIEW PANEL

27. Appointment of Code Review Panel

4[(1) The Commission may appoint a Code Review Panel (hereafter in this Chapter referred to as “Panel”) consisting of

(a) A Chairperson at the level of Director of the Distribution Licensee.

(b) A Member Secretary, who shall be the Chief Engineer/Commercial of the Distribution Licensee.

(c) One Member from the SLDC who is not below the rank of Chief Engineer.

(d) Three representatives from the Distribution Licensees who are not below the rank of Chief Engineer and one representative from the Distribution Licensee who is not below the rank of Chief Financial Controller.

(e) One representative from LT domestic consumer sector, one from LT commercial sector, one from LT industry sector and one from LT agricultural consumer sector.

1. Substituted as per Commission’s Notification No. TNERC/SC/7-14, dated, 29-06-2009 (w.e.f.22-7-2009) which before substitution stood as under:

(a) A Chairperson who is not below the rank of Chief Engineer or an equivalent cadre from STU.

(b) A Member Secretary, who is an officer not below the rank of a Superintending Engineer or an equivalent cadre from STU.

(c) One Member from the SLDC.

(d) One representative from each of the distribution Licensees.

2 and 3 Substituted as per Commission’s Notification No. TNERC/SC/7-23 dated 14-3-2011 (w.e.f 30-3-2011) which before substitution stood as under:

d) “One representatives from each of the distribution Licensee who is not below the rank of Chief Engineer.”

(f) “One representative from domestic consumer sector, one from LT industry sector and one from agricultural consumer sector”.

4. Substituted as per Commission’s Notification No. TNERC/SC/7-36, dated, 01-07-2014 (w.e.f 06-08-2014) which before substitution stood as under

(1) The Commission may appoint a Code Review Panel (hereafter in this Chapter referred to as “Panel”) consisting of

(a) 1[A Chairman who is a member of the Commission.

(b) A Member Secretary, who is not below the rank of Chief Engineer of STU.

(c) One Member from the SLDC who is not below the rank of Chief Engineer.

(d) 2[Three representatives from each of the distribution Licensees who are not below the rank of Chief Engineer].

(e) One Member from Rural Electricity Co-operatives Societies if any.

[(f) 2[Two representatives from domestic consumer sector, one from LT

(g) One Member representing the EHT / HT consumers.

(h) One member representing captive / non-conventional energy source.

(2) The panel may, from to time, and in any case, at least once in three months and shall, when so required by the Commission, meet to consider changes or modifications to the Code as may be warranted. 1[The Member Secretary shall arrange for the panel meeting in consultation with the Chairman of the Code Review Panel. The tenure of the members mentioned under clauses (f), (g) and (h) of sub-regulation (1) shall be three years. The Commission shall have powers to re-nominate any member on expiry of his / her term].
(f) One member representing the EHT/HT consumers.

(g) One member representing open access consumers.

(2) The Member Secretary shall arrange for the Panel meeting. The tenure of the members mentioned under clauses (a), (f) and (g) of sub-regulation (1) shall be three years. The members, on expiry of their term are not eligible for re-nomination.

(3) The functions of the panel are:

(a) to review the working of various provisions of this Code, \[\text{[***]}\] and the Distribution Code;

(b) to consider the suggestions received from Licensees, consumers and other interested persons;

(c) to consider and offer its views on any specific matter as may be referred to it by the Commission.

(4) Manner of reviewing the Code:—

(i) Any Licensee, consumer or other interested persons desiring any change in this Code shall send the proposal in writing to the Panel specifying the reasons for such change and setting out the attendant circumstances. For this purpose, the Licensee may hold meetings with the consumer or group of consumers if it is considered that the Code may require changes to meet the individual requirements of the consumer or group of consumers.

(ii) The Panel shall, upon receipt of such proposal or where the Commission has made a reference, forward the same to the STU for its consideration and written comments.

(iii) The Panel shall convene a meeting of its members to consider the comments of the STU, and if necessary at its discretion, invite and hear the person who made the suggestions for change and other interested persons and also the local authorities and telecommunication companies.

(iv) The Panel may, in considering the suggestion and the comments of the STU thereon, set up sub committees to study the related issues.

(v) The Panel after finalizing its views on the modifications to the Code, forward the same to the Commission:

---

1. Inserted as per Commission's Notification No. TNERC/SC/7-14, dated 29-06-2009 (w.e.f. 22-07-2009) which after substitution is as follows:

(2) The panel may, from to time, and in any case, at least once in three months and shall, when so required by the Commission, meet to consider changes or modifications to the Code as may be warranted. \[1\] The Member Secretary shall arrange for the panel meeting in consultation with the Chairman of the Code Review Panel. The tenure of the members mentioned under clauses (f), (g) and (h) of sub-regulation (1) shall be three years. The Commission shall have powers to re-nominate any member on expiry of his / her term.

2. The words "the State Grid Code" omitted as per the Commission's Notification No. TNERC/SC/7-4 dated 25-05-2007 (w.e.f 13-06-2007)
Provided that the Panel may supplement its own procedure in addition to the procedure laid down herein for conducting its meetings and in carrying out its functions.

(5) The Commission may approve the changes with or without modification as it may deem fit and cause the publication of the same in such manner as may be necessary

(By Order of the Tamil Nadu Electricity Regulatory Commission)

R.V. Rajah  
Secretary
[Appendix] FORM-1 [Refer to Regulation 5(7)]

To
The Designated Engineer,

……………………………,
………….

I, Thiru ........................................ (S/o)/ (D/o)/ (W/o) ..................................... aged ……. Years, am residing at (Full Address & Phone No.) ……………………………………………………………………………………………………………………………………………………………………………………………………………………..

…………………………………………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………………………………………

……

The premises bearing Door No. ............... Name of Street…………………………. Village / Town ……………………………. Taluk with Service Connection No. ..... Tariff ……………………………….. Distribution ……………………………….. In the name of ……………………………………….. S/o……………………………………………………………….. is in my possession.

(1) The Xerox copy of the sale deed in my favour for the said premises is enclosed.

or

The property tax receipt for the above property is given in my name and Xerox copy of the same duly attested by Gazetted Officer is enclosed.

or

Metro Water / Sewerage Connection is given in my name and the Xerox copy of the same duly attested by Gazetted Officer is enclosed.

or

Legal Heirship Certificate from the Tahsildar concerned

(2) Application and Agreement Form

(3) Indemnity Bond on Rs.80/- Non-judicial stamp paper (Applicable in the case of name transfer due to legal succession)
I undertake to pay amounts outstanding against the Account No. .......... which are found to be due at a later date.

I request that the name of Service No. ........................ may kindly be changed to my name.

Signature of transferee,
Full Address.

Place:
Date:

1. Inserted as per as per the Commission's Notification No. TNERC/SC/7-4 dated 25-05-2007 (w.e.f 13-06-2007)
FORM-2
NAME TRANSFER FORMS [REFER TO REGULATION 5 (7)]
(To be used as a consent letter from transferor in case of sale etc.)

To
The Designated Engineer / ..............

Address of the Licensee Engineer
I...........................................(S/o. D/o. W/o.) ..........................................owner of premises bearing Door No. ..............(Name of the Street ........ Place .................) hereby give my consent for the transfer of service bearing A/c. No. .................standing in my name / in the name of ........ to Thiru/Tmtty.] ..........................................since I had sold my house to him/her.........................
The transfer may be effected with available deposit / subject to the condition that the transferee pays the security deposit and other charges *.

Signature of transferor,
Full Address.

Place
Date

* Strike out the portion not required

FORM-3 [Refer to Regulation 5(7)]
INDEMNITY BOND

Sub: Electricity – ....... Distribution – Transfer of Security Deposit and Service Connection – Premises No. ......................A/c. No...........

I................................................son of/ daughter of/ wife of Thiru./Tmtty.........................do hereby declare that Thiru./Tmtty................................................owner of the above premises has expired on..........................and I am the legal heir to the deceased, I desire to have the security deposit and service connections transferred in my name. I agree to indemnify the Licensee against any losses, damages etc., arising consequent on any disputes by reason of the security deposit and service connections being transferred to me as the legal heir to the property of late Thiru.

The Licensee shall have the right to proceed against me not only in respect of movable and immovable properties belonging to me but also against me personally in regard to all liabilities past, present and future claims relating to this service connection. The above facts are certified to be correct.

SIGNATURE OF THE CONSUMER

Signed before me
Notary Public / Gazetted Officer
Station
Date
FORM-4 [Refer to Regulation 5(7)]

UNDERTAKING

Whereas I/We ....................................S/o. D/o. W/o.......................................... (a firm under the name and style of).......................................................................................... herein after called consumer, have approached the (Name of Licensee) herein after referred to as Licensee for transfer of A/C No..........................for supply at ..........................................................in my/our name and where as the Licensee after perusal of documents produced by me/us has agreed to effect transfer of account, as sought for by the consumer, this undertaking witness the following:

The consumer shall pay on demand and without demand all dues to the Licensee including such dues as may become payable as a result of revision of bills relating to the period prior to the transfer of account in his/her/their name. The commitment to pay the demands relating to the period prior to the transfer of account will include such demands omitted to be made periodically and such omission has been detected after the service has been transferred in the name of the consumer.

2. The Consumer agrees that the Licensee shall have the right to enforce disconnection of supply in the event of consumer failing to fulfill the obligation of this undertaking.

3. The consumer further agrees to indemnify the Licensee against any loss/damage or any other liability, the Licensee may suffer as a result of any dispute or disputes raised by the consumer himself/herself/themselves or by any other party with regard to this transfer of account at any time.

SIGNATURE

WITNESS WITH ADDRESS
1.  
2.  

FORM-5 [Refer to Regulation 22(8)]

UNDERTAKING FOR PAYMENT OF DUES IN INSTALLMENTS.

Undertaking to be furnished by a consumer who seeks to avail the facility of paying his dues in installments

From

To
The Designated Engineer
Distribution Licensee Name and address

UNDERTAKING

Sir,

In consideration of my/our paying the amounts in installments towards ........................................

I, for and on behalf of .......................................................... undertake -

(i) to pay the total dues of Rs. ................................(Rupees..............................................) in monthly installments subject to levy of Belated Payment Surcharge in case of default to pay the installment on the dates specified below-First installment Rs. ........................payable on or before .......... Second installment Rs. ........................payable on or before .......... Third installment Rs. ........................payable on or before and so on

(ii) to adhere strictly to the schedule of installments and also to pay before the due dates the monthly/bi-monthly current consumption charges failing which the supply may be disconnected without further notice and the re-connection may be effected only on settlement of the entire (including balance installment) dues with Belated Payment Surcharge for the installments not paid on the due date.

Signature
(Seal of the Company)

In the presence of-Witness
(Name and Address)—

(1)
(2)
FORM 6
(Refer to Regulation 20 )
FORM OF APPEAL TO THE PRESCRIBED APPELLATE AUTHORITY
UNDER SECTION 127 (1) OF THE ACT

(1) Appeal No. of .......

(2) Name and address of the Appellant

(3) Designation and address of the Assessing Officer passing the Order

(4) Date of communication of the Order appealed against to the Appellant

(5) Address to which notices may be sent to the Appellant

(6) Amount ordered to be paid

(7) Whether the \([\text{one third}]\) of the assessed amount as required under Section 127 (2) of the Act is deposited (Documentary proof of the deposit shall be furnished)

(8) Statement of facts (here state the facts briefly)

(9) Grounds of Appeal (Here set out the grounds on which the appeal is made by the Appellant)

(10) Whether the Appellant wishes to be heard in person or through an Advocate or authorised representative

(In case if the Appellant wishes to be represented by his authorised representative or by an Advocate then a Letter of Authority authorising the authorised representative to represent on his behalf or as the case may be, a Vakkalat authorising the Advocate to represent his case shall be furnished)

(11) Relief prayed for

Signature of the authorized representative if any

Signature of the Appellant

\(^{1}\)Substituted for the expression “one third” as per Commission’s Notification No. TNERC/SC/7-15, dated 09-10-2009 (w.e.f. 15-06-2007)
FORM 7
Affidavit in support
(Refer to regulation 20)
BEFORE THE APPELLATE AUTHORITY UNDER SECTION 127 (1) OF ACT
APPEAL No.

(To be filled by the Office of the Appellate Authority)

Name and Address of the Appellant
APPELLANT
Designation and Address of the
Assessing Officer
RESPONDENT

Affidavit of Verification by the Appellant in support of the Appeal Petition
filed by him.

I, ................................................. son of
..................................................aged ................ residing at
.................................................................................... do solemnly affirm and
say as follows:

1. I am the Appellant / Authorised Representative of the Appellant in
the Appeal Petition filed by me against the orders of the Assessing Officer
referred to above as the Respondent in my Appeal Petition and as such I am
competent to verify the facts set out in my Appeal Petition.

2. I solemnly affirm at……….               on this day  of     ……. that

   (i) the contents of the above appeal petition are true to my
knowledge and I believe that no part of it is false and no material has been
concealed there from.

   (ii) that the statement made in paragraphs........ of the appeal
petition herein now shown to me and marked with the letter ‘A’ are true to my
knowledge and that.

   (iii) the statements made in paragraphs........ Marked with the letter
‘ B’ are based on information received from ........ and I believe them to be
true.

Identified before me by :
Signature of the Appellant

List of Abbreviations

1. DD - Demand Draft
2. HP - Horse Power
3. ISI - Indian Standards Institute
4. KVA - Kilo volt Ampere
5. KW - Kilo Watt
6. SLDC - State Load Despatch Centre
**Form 8**

[See Regulation 23 (AA) (7)]

FORMULA TO ASSESS THE QUANTUM OF ENERGY IN CASE OF THEFT OF ELECTRICITY

The following factors are to be considered to arrive at a formula for the assessment of quantum of energy in case of theft of electricity.

(i) Nature of Service
(ii) Connected load / Contracted demand
(iii) Load factor
(iv) Nature of feeder (Rural / Urban / Industrial) and supply restrictions in the feeder

(iv) Per day usage hours for which assessment has to be made.

The authorized officer may take into account the following and arrive at the least period (duration) of theft:

(i) for the period of twelve months
(ii) for the period from the date of prior inspection if any by the Enforcement or meter testing wing to the date of detection
(iii) from the date of service connection to the date of detection
(iv) wherever electronic meters are installed and the load curves are studied periodically the period of theft could be limited to the exact period as could be determined scientifically.

(v) Based on the document produced by the accused person.

(vi) For any other reasonable period as assessed by the authorized officer to the best of his judgment

\[
U = \frac{L \times LF \times H \times D}{DF}
\]

Where
\(U\) = Quantum of energy Assessed in Units
\(L\) = Load / demand in KW
\(LF\) = Load factor
\(H\) = Number of hours the load is considered to be used in a day
\(D\) = Duration of assessment in days
\(DF\) = Diversity Factor

*Inserted as per Commission’s Notification No. TNERC/SC/7-4, dated 25-5-2007 (w.e.f. 13-6-2007)*
The following tables give the Load Factor, and the Number of hours per day usage for different categories of usage of the pilfered Energy.

**TABLE – A**

<table>
<thead>
<tr>
<th>Usage Categories of pilfered energy</th>
<th>Diversity factor</th>
<th>Load Factor</th>
<th>Number of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic (without Air conditioning load) and Huts</td>
<td>1</td>
<td>30%</td>
<td>12</td>
</tr>
<tr>
<td>Domestic (with Air conditioning load)</td>
<td>1</td>
<td>March to September 70%</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other months 30 %</td>
<td></td>
</tr>
<tr>
<td>Industrial including cottage industries power looms etc.,</td>
<td>1</td>
<td>80%</td>
<td>As per Table - B</td>
</tr>
<tr>
<td>Public lighting and water supply</td>
<td>1</td>
<td>100%</td>
<td>8</td>
</tr>
<tr>
<td>Agricultural</td>
<td>1</td>
<td>100%</td>
<td>10</td>
</tr>
<tr>
<td>All other categories</td>
<td>11</td>
<td>90%</td>
<td>12</td>
</tr>
</tbody>
</table>

**TABLE – B**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of hours per day.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Fed by High Tension rural feeders having only 14 hours of supply per day :-</td>
<td></td>
</tr>
<tr>
<td>i. Day Shift only</td>
<td>6</td>
</tr>
<tr>
<td>ii. Night Shift only</td>
<td>8</td>
</tr>
<tr>
<td>iii. Both day and night shifts</td>
<td>14</td>
</tr>
<tr>
<td>2. Fed by High Tension feeders having 24 hours of supply :-</td>
<td></td>
</tr>
<tr>
<td>i. Day shift only</td>
<td>8</td>
</tr>
<tr>
<td>ii. 2 Shifts</td>
<td>16</td>
</tr>
<tr>
<td>iii. 3 Shifts</td>
<td>24</td>
</tr>
</tbody>
</table>
i. The term “Usage Categories” given in Table - A refers to the purpose for which the suspected pilfered energy is used. For example if the pilfered energy in a hut service connection is used for domestic purpose, the assessment shall be made under “domestic category”, if it is used for commercial purpose, it shall be assessed under “all other categories” as mentioned in the above Table - A.

ii. (a) For High Tension Service connections, the maximum demand shall be assessed as 75% of the total connected load at the time of inspection subject to a minimum of the contracted demand. A power factor of 0.90 lag may be used for conversion of KVA or KW.

(b) Assessment of demand charges:-

Twice the appropriate H.T. tariff rate for maximum demand.
FORMULA TO ASSESS THE QUANTUM OF MISUSED ENERGY IN THE CASE WHOEVER DISHONESTLY USES ELECTRICITY FOR THE PURPOSE OTHER THAN FOR WHICH THE USAGE OF ELECTRICITY WAS AUTHORIZED AS REFERRED IN SECTION 135 (1)(e) OF THE ELECTRICITY ACT 2003

i) Quantum of misused energy, \( U = a \times \frac{b}{c} \) kWh
   
   where
   
   \( a \) - Total consumption recorded during the preceding period of existence of such violations limited to a specified period
   \( b \) – misused load found at the time of inspection
   \( c \) – total connected load found at the time of inspection

(ii) Penal charges on account of unauthorized use of energy
   
   \[ (2 \times U \times d) - (U \times e) \]
   
   where
   
   \( U \) - Quantum of misused energy, kWh
   \( d \) - Tariff of unauthorized use
   \( e \) - Tariff of authorized use

(iii) Period of unauthorized use
   
   The authorized officer may take into account the following and arrive at the least period (duration) of unauthorized use of electricity:
   
   (a) for the period of twelve months
   (b) for the period from the date of prior inspection if any by the licensee’s officer
   to the date of detection
   (c) from the date of service connection to the date of detection
   (d) wherever electronic meters are installed and the load curves are studied periodically, the period of unauthorized use of electricity could be limited to the exact period as could be determined scientifically.
   (e) Based on the valid document produced by the accused person.
   (f) For any other reasonable period as assessed by the authorized officer to the best of his judgment ]

*** Inserted as per Commission’s Notification No. TNERC/SC/7-27, dated 257-05-2011 (w.e.f. 15-06-2011)
FORM 9

[See Regulation 23 (AA) (8)]

PROVISIONAL ASSESSMENT ORDER FOR THEFT OF ENERGY
UNDER SECTION 135/138 OF THE ELECTRICITY ACT, 2003

From
(The Authorised Officer),

To
Full address of the person in whose name the service connection stands
(or) occupier
(or) enjoyer, etc.)

Letter No…………………………………………, dated………………………

Sir,

Sub: Theft of energy – Detected in SC No………………

Provisional Assessment Order - Reg.

Ref: Inspection Report dated …

1.0 On…………………………..(the day, month, year of inspection)
at……………….. (time) hours the service connection in SC No………………. located at Door No………………, in SF No………………. (Full address of the service connection) which is/was in the name of Thiru/Thirumathy ………………… was inspected by me in the presence of you/your representative Thiru/Thirumathy ………………………………….

2.0* During the inspection it was found that an offence of theft of energy has been committed
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
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…………………………………………………………………………………………
…………………………………………………………………………………………

The above said illegal abstraction, consumption and use of energy is punishable under section 135 of the Electricity Act, 2003.

3.0 The approximate loss caused by you due to dishonest abstraction*/illegal restoration of supply is assessed at Rs……………… (Rupees ……………………………………………) in accordance with the regulations of the Tamil Nadu Electricity Supply Code, and a working sheet is enclosed herewith.
4.0 The assessment amount as referred to above shall be paid within 7 working days from the date of receipt of this order.

5.0 If you are desirous of filing objections, if any, against the provisional assessment, you may send your explanation to the address of the undersigned with sufficient proof, within seven days from the date of receipt of this order. You may also choose to appear in person or through an authorised representative with relevant documents for an enquiry before the undersigned.

6.0 You are requested to acknowledge the receipt of this order immediately.

Yours faithfully,

Authorised Officer

Encl: Copies of
1. Report
2. Statement Recorded (if any)
3. Mahazar

Copy submitted to: 

Copy to

He is instructed to arrange to serve this order to the accused person with dated acknowledgement and send the acknowledgement to this office.

* Strike out whichever is not applicable.
FORM 10
[See Regulation 23 (AA) (15)]

FINAL ASSESSMENT ORDER FOR THEFT OF ENERGY UNDER
SECTION 135 OF THE ELECTRICITY ACT, 2003

From
(The Authorised Officer),

To
Full address of the person in whose
name the service connection stands
(or) occupier
(or) enjoyer etc.

Letter No……………………………………………, dated…………………………

Sir,

Sub: Theft of energy – Detected in SC No………………

Final Assessment Order - Reg.

Ref: 1. Provisional Assessment Order…
2. Your reply….

* * *

1.0 On…………………………..(the day, month, year of inspection)
at………………… (time) hours the service connection in SC
No………………….. located at Door No………………., in SF
No………………….. (Full address of the service connection) which is/was in
the name of Thiru/Thirumathy ………………………… was inspected by me in
the presence of you/your representative Thiru/Thirumathy
…………………………………………………………………………………………

2.0 During the inspection it was found that an offence of theft of energy
has been committed
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………

(describe the actual mode of theft with details of
artificial means found in the service/unauthorized reconnection of
a disconnected service connection). By committing the said offence, you have
dishonestly abstracted, consumed and used energy with the intention to
defraud the licensee. The above said illegal abstraction, consumption and
use of energy is punishable under section 135 of the Electricity Act 2003.

3.0 A provisional assessment was issued to you in the reference cited
and you were allowed to file your objections and to appear for a hearing as
per the Tamil Nadu Electricity Supply Code.

4.0 On a detailed examination and on consideration of your explanation
offered, facts and records furnished in your letter / during the personal
hearing, it is found that the theft of electricity has been committed by you as
described below:-
(A reasoned/detailed order to be passed by the Officer concerned taking into consideration the theft of electricity noticed, explanation and the findings. Reference to be made to the materials in support of the claim of the licensee about the existence of theft, the involvement or the role of the consumer with reference to the said theft of energy, submissions made by accused person in his written reply as well as during his personal hearing and reasons for acceptance or rejection of the same).

5.0 The loss caused by you due to dishonest* abstraction/*illegal restoration of supply is assessed at Rs…………………………..(Rupees ………………………..) in accordance with the regulations of the Tamil Nadu Electricity Supply Code, and a working sheet is enclosed herewith. The assessment amount referred to above shall be paid within seven working days from the date of receipt of this order.

You are requested to acknowledge the receipt of this order immediately.

Yours faithfully,

Authorised Officer…………………

Encl: Copies of
1. Report
2. Statement Recorded (if any)
3. Mahazar
4. Provisional Assessment Order.

Copy submitted to:

He is instructed to arrange to serve the order to the accused person with dated acknowledgement and send the same to this office.

* Strike out whichever is not applicable.
FORM 11

[See Regulation 23(AA) (22)]


From
(The Authorized Officer),

To
[Full address of the person in whose name the service connection stands (or) occupier (or) enjoyer, etc.]

Letter No.…………………………………….., dated………………………..

Sir,

Sub: Theft of energy – Detected in SC No…………….

Order on Compounding Amount - Reg.

1.0 On………………………..(the day, month, year of inspection) at……………. (time) hours the service connection in SC No……………………….. located at Door No………………, in SF No……………….. (Full address of the service connection) which is/ was in the name of Thiru/Thirumathy ……………………………. was inspected by me in the presence of you/your representative…………….. Thiru/Thirumathy ……………………………..

2.0* During the inspection it was found that an offence of theft of energy has been committed……………………………………………………………………………….. (describe the actual mode of theft with details of artificial means found in the service/unauthorized reconnection of a disconnected service connection). By committing the said offence, you have dishonestly abstracted, consumed and used energy with the intention to defraud the licensee.

3.0 The above said illegal abstraction, consumption and use of energy is punishable under section 135 of the Electricity Act 2003.

4.0 As you have opted for compounding of offence under section 152 of the Electricity Act, 2003, you are requested to pay Rs……………….. (Rupees …………………………………….) towards the compounding of the offence as mentioned above.

Yours faithfully,
Authorized Officer


Copy to

[2] 1

2. Substituted as per Commission’s Notification No. TNERC/SC/7-5, dated 23-8-2007 (w.e.f. 15-06-2007) which before substitution stood as under:
[Form 9  
[ See Regulation 23 (AA) (8)]


From
(The Authorised Officer),

To

(Full address of the person in whose name the service connection stands (or) occupier (or) enjoyer, etc.)

Letter No.…………………………………….., dated………………………..

Sir,

Sub: Theft of energy – Detected in SC No……………Provisional Assessment Order - Reg.

Ref: Inspection Report dated …

1.0 On…………………………..(the day, month, year of inspection) at………………..(time) hours the service connection in SC No……………………..
located at Door No………………, in SF No…………………. (Full address of the service connection) which is/was in the name of Thiru/Thirumathy

………………………… was inspected by me in the presence of you/your representative Thiru/Thirumathy

…………………………………………………………………………………………………………………………………………………………………………………………

2.0 * During the inspection it was found that an offence of theft of energy has been committed

…………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

The above said illegal abstraction, consumption and use of energy is punishable under section 135 of the Electricity Act 2003.

3.0 The approximate loss caused by you due to dishonest abstraction/illegal restoration of supply is assessed at Rs………………. (Rupees

…………………………………………………………………………………………………………………………………………………………………………………………

in accordance with the regulations of the Tamil Nadu Electricity Supply Code, and a working sheet is enclosed herewith.

4.0 The assessment amount as referred to above shall be paid within 15 days from the date of receipt of this order. Otherwise, the Service Connection is liable to be disconnected without further notice.

5.0 Extension of last date for payment or payment in instalments may be considered by the undersigned on a written request made by you subject to an undertaking to abide by the schedule of payment along with surcharge due, as per rules.
6.0 If you are desirous of filing objections, if any, against the provisional assessment, you may send your explanation to the address of the undersigned with sufficient proof, within seven days from the date of receipt of this order.

You may also choose to appear in person or through an authorised representative with relevant documents for an enquiry before the undersigned.

7.0 You are requested to acknowledge the receipt of this order immediately.

Yours faithfully,

Authorised Officer...........................

Encl: Copies of
1. Report
2. Statement Recorded (if any)
3. Mahazar

Copy submitted to: ...........................
Copy to

He is instructed to arrange to serve this order to the accused person with dated acknowledgement and send the acknowledgement to this office.

* Strike out whichever is not applicable.
Form 10
[See Regulation 23 (AA) (15)]
Final Assessment order for theft of energy under section 135 of the Electricity Act, 2003.

From
(The Authorised Officer),

To
(Full address of the person in whose name the service connection stands (or) occupier (or) enjoyer etc.)

Letter No…………………………………….., dated………………………..

Sir,

Sub: Theft of energy – Detected in SC No…………….Final Assessment Order - Reg.

Ref: 1. Provisional Assessment Order...
2. Your reply....

***

1.0 On…………………………..(the day, month, year of inspection) at……………….. (time) hours the service connection in SC No…………………….. located at Door No………………, in SF No…………………. (Full address of the service connection) which is/was in the name of Thiru/Thirumathy …………………… was inspected by me in the presence of you/your representative Thiru/Thirumathy …………………….

2.0 During the inspection it was found that an offence of theft of energy has been committed
.................................................................................................................................
................................................................................................................................. (describe the actual mode of theft with details of artificial means found in the service/unauthorized reconnection of a disconnected service connection). By committing the said offence, you have dishonestly abstracted, consumed and used energy with the intention to defraud the licensee. The above said illegal abstraction, consumption and use of energy is punishable under section 135 of the Electricity Act 2003.

3.0 A provisional assessment was is issued to you in the reference cited and you were allowed to file your objections and to appear for a hearing as per the Tamil Nadu Electricity Supply Code.

4.0 On a detailed examination and on consideration of your explanation offered, facts and records furnished in your letter / during the personal hearing, it is found that the theft of electricity has been committed by you as described below:-

(A reasoned/detailed order to be passed by the Officer concerned taking into consideration the theft of electricity noticed, explanation and the findings. Reference to be made to the materials in support of the claim of the licensee about the existence of theft, the involvement or the role of the consumer with reference to the said theft of energy).
5.0 The loss caused by you due to dishonest abstraction/illegal restoration of supply is assessed at Rs...................(Rupees ..................................) in accordance with the regulations of the Tamil Nadu Electricity Supply Code, and a working sheet is enclosed herewith. The assessment amount referred to above shall be paid within fifteen days from the date of receipt of this order. Otherwise, the Service Connection is liable to be disconnected without further notice.

6.0 Extension of last date for payment or payment in instalments may be considered by the undersigned on a written request made by you subject to an undertaking to abide by the schedule of payments along with surcharges due.

You are requested to acknowledge the receipt of this order immediately.

Yours faithfully,

Authorised Officer...........................

Encl: Copies of
1. Report
2. Statement Recorded (if any)
3. Mahazar
4. Provisional Assessment Order.

Copy submitted to:
He is instructed to arrange to serve the order to the accused person with dated acknowledgement and send the same to this office.
Form 11

[ See Regulation 23(AA) (22)]


From
(The Authorized Officer),

To
Full address of the person in whose name the service connection stands
(or) occupier
(or) enjoyer, etc.)

Letter No.…………………………………….., dated…………………………

Sir,

Sub: Theft of energy – Detected in SC No……………...- Order on Compounding Amount - Reg.

1.0 On…………………………..(the day, month, year of inspection) at………………(time) hours the service connection in SC No…………….. located at Door No……………., in SF No………………. (Full address of the service connection) which is/was in the name of Thiru/Thirumathy ………………………………… was inspected by me in the presence of you/your representative……………. Thiru/Thirumathy……………………………………

2.0 * During the inspection it was found that an offence of theft of energy has been committed………………………………………………………………………...
……………………………………………………………………….(describe the actual mode of theft with details of artificial means found in the service/unauthorized reconnection of a disconnected service connection). By committing the said offence, you have dishonestly abstracted, consumed and used energy with the intention to defraud the licensee.

3.0 The above said illegal abstraction, consumption and use of energy is punishable under section 135 of the Electricity Act 2003.

4.0 As you have opted for compounding of offence under section 152 of the Electricity Act, 2003, you are requested to pay Rs……………….. (Rupees……………………………………………………………………………………)
………………………………………………………………………………..) towards the compounding of the offence as mentioned above.

Yours faithfully,
Authorized officer


Copy to
WHEREAS the Tamil Nadu Electricity Regulatory Commission have published in the Tamil Nadu Government Gazette on different dates the following, namely:

(1) The Tamil Nadu Electricity Distribution Code (TNECD) (Notification No.TNERC/DC/8/1, dated 21-07-2004)

(2) The Tamil Nadu Electricity Distribution (Amendment) Code, 2005 (Notification No.TNERC/DC/8-1, dated 22-11-2005)


(8) The Tamil Nadu Electricity Distribution (Amendment) Code, 2007 (Notification No.TNERC/DC/8-6, dated 10-09-2007)

(9) Tamil Nadu Electricity Supply Code, Distribution Code and Standards of Performance (Amendment) Regulations, 2007 (Notification No.TNERC/SC/7-6, dated 03-12-2007) (Notification No.TNERC/SPR/1-8, dated 03-12-2007)

(10) The Tamil Nadu Electricity Distribution (First Amendment) Code, 2008 (Notification No.TNERC/DC/8-8, dated 08-02-2008)

(11) The Tamil Nadu Electricity Distribution (Second Amendment) Code, 2008 (Notification No.TNERC/DC/8-9, dated 22-05-2008)

(12) The Tamil Nadu Electricity Distribution Code, 2008 (Notification No.TNERC/DC/8-10, dated 31-07-2008)

(13) The Tamil Nadu Electricity Distribution Code, 2008 (Notification No.TNERC/DC/8-11, dated 29-06-2009)

(14) The Tamil Nadu Electricity Distribution Code, 2008 (Notification No.TNERC/DC/8-12, dated 24-08-2009)

(15) The Tamil Nadu Electricity Distribution Code, 2011 (Notification No.TNERC/DC/8-13, dated 07-01-2010)

(16) The Tamil Nadu Electricity Distribution Code, 2011 (Notification No.TNERC/DC/8-14, dated 14-03-2011)

(17) The Tamil Nadu Electricity Distribution Code, 2012 (Notification No.TNERC/DC/8-15, dated 17-02-2012)

(18) The Tamil Nadu Electricity Distribution Code, 2012 (Notification No.TNERC/DC/8-16, dated 29-11-2012)

(19) The Tamil Nadu Electricity Distribution Code, 2013 (Notification No.TNERC/DC/8-17, dated 06-09-2013)

(20) The Tamil Nadu Electricity Distribution Code, 2013 (Notification No.TNERC/DC/8-18, dated 25-11-2013)
Notification No. TNERC / DC / 8 / 1, Dated 21-07-2004

WHEREAS under section 86 of the Electricity Act, 2003 (Central Act 36 of 2003), the State Electricity Regulatory Commission shall, among others, specify or enforce standards with respect to quality, continuity and reliability of service by licensees;

AND WHEREAS section 46 of the said Act, the State Electricity Regulatory Commission may, by regulations, authorize a distribution licensee to charge from a person requiring a supply of electricity any expenses reasonably incurred in providing any electric line or electrical plant used for the purpose of giving that supply;

NOW, THEREFORE under the powers conferred by the said sections and all other powers enabling in that behalf and after previous publication, the Tamil Nadu Electricity Regulatory Commission hereby specifies the following Code.

Chapter 1: Preliminary

1. (1) Short title and commencement

   I. This Code may be called “Tamil Nadu Electricity Distribution Code”

   II. The provisions of this Code shall come into effect on the date of its publication in the Tamil Nadu Government Gazette

2. Definitions

   (1) In this Code, unless the context otherwise requires:

   (a) “Act” means The Electricity Act, 2003 (Central Act 36 of 2003);

   (b) “Agreement” means with its grammatical variations and cognate expressions an agreement entered into by the Licensee and the consumer;

   (c) “Apparatus” means electrical apparatus and includes all machines, fittings, accessories and appliances in which conductors are used;

   (d) “Area of supply” means the area within which a Licensee is for the time being authorized by his/her licence to supply electrical energy;

   (e) “Code” means the Tamil Nadu Electricity Distribution Code;

   (f) “Commission” means the Tamil Nadu Electricity Regulatory Commission;

   (g) “Conductor” means any wire, cable, bar, tube, rail or plate used for conducting energy and so arranged as to be electrically connected to a system;

   (h) “Connected Load” means the aggregate of the manufacturer’s rating of all equipments connected to the consumer’s installation and of all portable equipments and also the capacity of the power source required to test manufactured products and repaired equipment in the installation;

      Explanation: Where the rating is in terms of KVA, it shall be converted to KW by multiplying it by a power factor of 0.9 and where the rating is in terms of HP, it shall be converted to KW by multiplying it by a factor of 0.746.

   (i) “Connection Point” means the point at which the Consumer’s plant or apparatus is connected to the Licensee’s supply system.

   (j) “Contracted Load” means the load specified in the agreement between the consumer and the Licensee engaged in the business of supplying electricity to him.

   (k) “Consumer’s installation” means any composite electrical unit including the electric wires, fittings, motors and equipments erected and wired by or on behalf of the consumer in one and the same premises.

   (l) “Consumer’s premises” means the area served by a service connection;

   (m) “Control Person” means a person identified as having responsibility for cross boundary safety;

   (n) Demand

      a. “Average Demand” for the month means the ratio of the total kilowatt-hours consumed in the month to the total hours in the month.

      b. “Maximum Demand” in a month means the highest value of the average Kilovolt- amperes in case of HT services and KW in case of LT services, delivered at the point of supply of the consumer during any consecutive thirty / fifteen minutes in a month depending on the nature of load.
c. “Permitted Demand,” means the demand permitted by the Licensee taking into account the constraints in the transmission and distribution network.

d. “Sanctioned Demand” or “Contracted Demand” means the demand sanctioned by the Licensee and specified in the agreement.

(o) “Designated Authority of the Licensee” means an authority who has been notified as such by the Licensee in the manner prescribed by the Commission to exercise powers under specific provisions of this Code;

(p) “Emergency” means a situation arising out of threat to security of State, public order or a natural calamity or such other situation arising in the public interest which is likely to disrupt supply of electricity:

(q) [“Engineer” means an engineer, by whatever name designated, employed by the distribution licensee and is in charge of the local area of supply and includes any other person duly authorized by him or his superiors, to exercise any power of an engineer under this Code.]

(r) “Extra High Tension (EHT) consumer” means a consumer who obtains supply from the Licensee at Extra High Voltage.

(s) “High Tension (HT) consumer” means a consumer who obtains supply from the Licensee at High Voltage.

(t) “Low Tension (LT) consumer” means a consumer who obtains supply from the Licensee at Low or Medium Voltage:

(u) “Load” means connected load or contracted load, as the case may be;

(v) “Load Factor” means the ratio of the Average Demand for the month in terms of Kilowatts to the Maximum Demand for the month in terms of Kilowatts. The ‘Load Factor’ shall be calculated to three decimal places and rounded off to two decimal places.

(w) “Month” unless the context otherwise requires, shall mean a month reckoned according to the British Calendar. With reference to billing and payment, it shall mean the period between the date of meter reading in a particular month and the corresponding date of meter reading of the immediately succeeding or preceding month, as the context requires.

(x) “Occupier” means the person in occupation (whether as owner or otherwise) of the premises where electricity is used or intended to be used.

(y) “Operational boundary” means the boundary between the equipment and apparatus operated by the Licensee and those operated by the Consumer.

(z) “Power Factor” means the ratio of the real power to the apparent power and average power factor means the ratio of the Kilowatt-hours to the Kilovolt-ampere-hours consumed during the billing month.

(aa) “SSLDC” means State’s Sub Load Dispatch Center for local control at various places in Tamil Nadu.

(bb) “SLDC” means State Load Dispatch Center at Chennai

(cc) “Voltage”

* “Low Voltage” where the voltage does not exceed 250 volts under normal conditions.

* “Medium Voltage” where the voltage is higher than 250 volts and does not exceed 650 volts under normal conditions

* “High Voltage” where the voltage is more than 650 volts and does not exceed 33,000 volts under normal conditions

1Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

“Engineer” means an engineer, by whatever name designated, employed by the Licensee possessing such qualifications as are approved by the Commission and is in charge of the local area of supply and includes any other person duly authorized by him or his superiors, to exercise any power of an engineer under this Code

* “Extra High Voltage” where the voltage exceeds 33,000 volts under normal conditions

(dd) “Year” means a year commencing on the first day of April. Words and expressions used in this Code but not defined either in this Code or the Act or the General Clauses Act 1897(Central Act 10 of 1897) shall have the same meanings as understood in engineering and commercial circles.
Chapter 2: Entities pertaining to Distribution

3. Entities involved in distribution and their respective roles: The following are the entities involved in the distribution of electricity and their respective roles, -

(1) State Load Dispatch Center (SLDC): It is the apex body to ensure integrated operation of the power system in the State. Its functions as assigned to it under the Act are-

a. Be responsible for optimum scheduling and despatch of electricity within the State, in accordance with the contracts entered into with the Licensees or the Generating Companies operating in the state;

b. Monitor grid operations;

c. Keep accounts of the quantity of electricity transmitted through the State Grid.

d. Exercise supervision and control over the intra-State transmission system and

e. Be responsible for carrying out real time operations for grid control and despatch of electricity within the State through secure and economic operation of the State Grid in accordance with the grid standards and Tamil Nadu Electricity Grid Code (TNEGC)

It is vested with the power to levy and collect such fees and charges from the Generating Companies and Licensees engaged in intra state transmission of electricity, which may be specified by the Commission.

In addition to the above, it shall also keep accounts of the consumers / licensees / persons engaged in generation and traders involved in open access transactions.

(2) State Sub Load Dispatch Center (SSLDC): It is a body subordinate to SLDC to perform, under the supervision, control and direction of the State Load Despatch Center, its functions in any specified area in the State. It shall also collect necessary data relevant to the SLDC, make operational analysis and report to SLDC.

(3) State Transmission Utility (STU): It functions are to-

a. undertake transmission of energy through intra-State transmission system (ISTS);

b. discharge all functions of planning and coordination of ISTS taking into account the national power plans and guide lines issued by Central Electricity Authority (CEA), in co ordination with all the concerned organizations;

c. ensure development of an efficient coordinated economical system of intra state transmission lines for smooth flow of electricity from Generating sources to Load Centers;

d. provide non-discriminatory open access to its Transmission systems for use by (i) any Licensee or generating company on payment of the transmission charges; or (ii) any consumer as and when such open access is introduced by the Commission under sub-section 2 of section 42 of the Act on payment of the transmission charges and a surcharge thereon as may be specified by the Commission.

e. implement the Code with respect to the Distribution Licensees and oversee for prudent practices and grid discipline;

f. facilitate review and recommend amendments to the Code to Commission without prejudice to the provisions in clause 51 of this code

g. recommend for issue of distribution licenses;

h. supervise, direct and control the works of construction, operation and maintenance of any ISTS and;

i. take measures for resolution of issues arising due to non-compliance of operational / commercial provisions of the Code by the respective entities.

(4) Distribution Licensees:

The duties of the Distribution Licensee are-

i. To develop and maintain an efficient coordinated and economical distribution system in his/her area of supply and to supply electricity in accordance with the provisions contained in the Act.

ii. To implement the code with respect to the requirements from the consumers and oversee for prudent practices and code discipline.

iii. To facilitate review and recommend to the Commission amendments to the code without prejudice to the provisions in clause 51 of this code.

iv. To ensure that the consumer installations comply with the requirements of the code at the time of effecting service connection.
v. To take measures for resolution of issues arising due to non-compliance of operational / commercial / technical regulations of the code by the various sections of consumers in their jurisdiction.

vi. To allow the Distribution lines to be used as common carrier as and when the Commission introduce non-discriminatory open access to any of the consumer in his/her area to get supply from other Licensees / Generating Companies outside his/her area.

(5) Tamil Nadu Electricity Regulatory Commission (TNERC):

The functions of Commission as set out in the Act and rules made there under and in particular, to,

(i) determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk, and retail as the case may be within the State;

(ii) introduce non-discriminatory open access as per the provisions contained in the Act and in phases. Where open access has been provided to a category of consumer, the Commission shall determine the wheeling charges and surcharge thereon;

(iii) [regulate electricity purchase and procurement process of distribution licensees including the price at which the electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;]

(iv) facilitate intra state transmission and wheeling of electricity;

(v) specify and enforce standards with respect to quality, continuity and reliability of service by Licensees.

Chapter 3 : Distribution System Planning

4. Distribution System Planning

(1) The main Objectives for the distribution system planning are to,

a. plan, design and develop the distribution system so that it may be operated in an economical, safe and reliable manner conforming to the relevant Act and rules there under,

b. specify technical conditions, which enable the licensee and consumers to meet set standards for efficient operation of the electrical interface between them

c. [define the procedure for the exchange of data on system planning between the Licensee and consumers of the distribution system.]

d. provide sufficient information for a consumer to access opportunities for connection.

e. establish methods through which the Licensee shall coordinate with the STU, which includes furnishing of data required by the Commission/ or the Authority.

(2) These guidelines of planning cover the individual sub-stations, system planning, analysis and the techno economical aspects in the field of Distribution systems. It applies to all the consumers already connected or awaiting or seeking connection to the distribution system, Distribution Licensees and State Transmission Utility (STU), wherever it is applicable.

5. Distribution Planning Framework

(1) The main areas, which require a careful network planning, and analysis:

(a) Networking extension planning – newly built networks or extension of already existing network or configuration of the existing network to meet the changed load or feeder situation or operational existence.

(b) Network component design

1 Substituted as per Commission’s Notification No. TNERC/DC/8-8 dated 8.2.2008 (w.e.f. 27.2.2008) which before substitution stood as under:

"iii) regulate electricity purchase and procurement process of distribution licensees including the price at which the electricity shall be procured from the generating companies or licensees or from other sources through agreements for power purchase;"

2 Substituted as per Commission’s Notification No. TNERC/DC/8-8 dated 8.2.2008 (w.e.f. 27.2.2008) which before substitution stood as under:

c. “define the procedure for the exchange of system planning data between the Licensee and consumers of the distribution system.”
(2) Networks are generally extended over several stages. The operational conditions are then simulated for this future load forecast. This step will facilitate the fulfilling of all the operational conditions after Commissioning of the new extension stage. A careful network analysis provides the decision aids for selecting the most reliable and cost effective solution from among several configurations. To dimension the individual components like transformer, cables and switchgear and to provide an optimal solution for the total system, an extensive analysis of the network is often necessary.

The system-planning wing,

(a) examines the operational behavior of electrical systems both in normal operation and under fault condition
(b) proposes remedial measures, if the operational conditions do not conform to the requirements for quality supply.
(c) promotes the development of components by examining operational conditions and equipment requirements,
(d) advises in system configuration, system structuring and component design questions and,
(e) plans the extension of already existing systems as well as the new construction of supply systems within the framework of the total system.

(3) Intensive sessions are required to be held to clarify the task situation and it may be processed in direct contact with the direct customer as defined in clause (e) of regulation 2 of the Tamil Nadu Electricity Regulatory Commission – Intra State Open Access Regulations 2005.

Distribution network are cost intensive and hence they require long term planning. The location and nature of the connected loads on the quality and reliability of the power requirement determine the structure of the distribution network.

(4) The system planning is also necessary in the cases that include

(a) Network modernization and upgrading.
(b) Changes in operational and protection philosophy or neutral grounding.

The tasks, problems and activities related to Network Expansion planning, component design and operational problems are brought out as follows.

1Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:
(c) Providing solutions for operational problems like low voltage, inadequate short circuit withstand capability, power swings and protection selectivity errors.

2Substituted for the expression “customer also” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

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(5) Stages involved in network expansion planning

(a) [Defining the task]

(b) [Commencing] the planning task which consists of:

(i) Recording of the status of the existing distribution network and analysis of its operational situation

(ii) Load forecast and analysis – Compilation of data on the characteristic features of the loads that will be incident in the near future and that of the existing loads;

(iii) Estimation of load development

(iv) Examination of the alternative options

(v) Checking the issues involved in the above options and also the feasibility of introducing a new transformer, enhancement of existing transformer capacity etc.

(vi) Establishment of site location and new substation design.

(vii) Modification / Redesign of sub-transmission and distribution networks and its protective arrangement including protective relay setting and coordination.

(viii) Study on alternatives for least cost investment.

(ix) Assessment of operational advantages and disadvantages and anticipated supply reliability levels of various options

(x) Investment planning

(xi) Procurement of the required network components

\(^1\)Substituted for the expression “High Voltage level” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

\(^2\)Substituted for the expression “Handling of Neutral point” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

\(^3\)Substituted for the clause “Define the task” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

\(^4\)Substituted for the expression “Commence” as per Commission’s Notification No. TNERC /DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
6. Planning process:
   The system planning considerations are -
   
   (1) Load Forecast

   It commences with a forecast of the anticipated load requirements (both demand and energy). The Licensee shall forecast the demand for power within the area of supply, annually or more frequently, if required by the Commission, in each of the succeeding five years. The Licensee shall prepare a demand forecast and generally follow the procedures set out herein. The licensee shall create a database of loads for each consumer category and for each distribution substation and update it annually.

   (2) Load Research:

   The Licensee shall develop a load research program with the objective of obtaining customer load profile data that provides the usage characteristics of specific appliances, consumers and group of consumers. This load research will also facilitate,

   (a) Demand status according to end use at the hour of system peak, daily, monthly, seasonally or annually
   (b) Hourly end use demand for the day of the system peak, monthly, seasonally or annually
   (c) Hourly end use demand for the average day of the system peak, monthly, seasonal or annually.
   (d) Category wise diverse or coincidence factors and load factors
   (e) Total energy consumption for each category of consumer by month, season or year.
   (f) Category wise non-coincident peak demands.

   (3) Load Data:

   From the metering data collected at each connection point with the transmission system, the Licensee shall develop load curves for the area fed and also the system load curve for the area of supply in point by applying a suitable diversity factor. By reconciling the figure for actual energy sales with the drawal based on the metering data \(^1\) compiled, approximate losses in the system may be arrived at for any period. This data shall be furnished to the STU and the Commission annually. All the consumers with a demand of 1 MW and above seeking connection shall furnish their load data to the Licensee, as detailed in Annexure I. The Licensee shall exercise special care in monitoring the actual development of loads in respect of consumers who desire to contract for loads of 1 MW and above at any single point. On demand by the consumer seeking connection, the Licensee shall furnish relevant system data as detailed in Annexure – II. The Licensee shall update the system data at least once in every six months.

   (4) Forecast Methodology:

   The Licensee shall formulate the long-term demand forecast taking into account the previous financial year ending March 31st as the Base Year and projecting the demand over the succeeding five years.

   (a) Energy Sales per tariff class shall be projected in the forecast period over the corresponding figures relating to the Base Year by adopting a suitable methodology, such as considering the trend for the previous five years.

   (b) The projections shall take into account assumed normal growth for non-specific loads, specific and identified loads of 1 MW and above and also the effects if any, of Demand side management and Loss reduction measures.

   (c) The Licensee shall compare the aggregate energy requirement at each of the connection points with the transmission system after accounting for system losses. The future peak load in each of the years in the forecast period may be derived using an Annual Load Factor.

   (d) The Licensee shall take into consideration any authenticated report on demand forecast or Power survey carried out by agencies like Advisory Board on Energy, Planning Commission, Central Electricity Authority, STU, Commission, CERC and Government of Tamil Nadu.

   The Licensee shall forward the long term demand forecast for the area of supply on an annual basis to the STU and the Commission, along with the details as indicated below.

   (i) Data
   (ii) Methodology
   (iii) Assumptions

   The Licensee under the conditions of the licence shall co-operate with the STU in the preparation of demand forecasts for the State of Tamil Nadu. The format for the demand and energy forecasts shall be specified by the STU.

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\(^1\)Substituted for the expression “compiled” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

(5) Planning Criteria and performance bases:
The planning criteria for the distribution system as specified \(^1\) [by the Commission] shall form the basis. The performance bases to be considered in the system planning are as follows:

(a) The Distribution performances established herein shall be implemented in a manner so as to ensure that no entities are forced to achieve goals beyond the capability and limitations of the current system in the immediate future while continuing to strive for the higher standards by improving their system in the long term. As for the existing arrangements, the implementation can be in stages and shall be determined by the Commission.

(b) The capacity of step down transformers used in the distribution system and the layout of bus bars, switchgear, transformers, capacitors, earthing system, surge arrestors, control panels, station battery, fire extinguishers and other accessories required for the protection and safe operation of the substations shall as far as possible be standardized by the Licensees and shall conform to the guidelines and principles contained in the Code. The Commission, in specific cases and to ensure uniform adoption, can however specify the standards to be adopted.

(c) While planning the distribution system, the Licensee shall examine the cost effectiveness of loss reduction measures without compromising the security standards. The Licensee shall take measures to reduce the length of low tension bare conductor, overhead lines, wherever cost effective and these shall include but not limited to the following:

(i) Achievement of HT: LT ratio to the level of 1 to 1.5

(ii) Laying of underground cables

(iii) Increasing the number of low loss distribution transformers.

(d) Substation Design Criteria: HV substations, Sub transmission, primary and secondary distribution shall be designed taking into account the following factors:

(i) Safety of Operating Personnel

(ii) Adequate cross section of Busbar to meet the electrical and mechanical requirements.

(iii) Mechanical and electrical interlocks to prevent inadvertent operation of equipments including switches.

(iv) Adequate Protection System with proper insulation co-ordination

(v) Adequate Flexibility in operation and maintenance.

(vi) Space for future expansion

Substation layouts shall comply with the safety measures specified by the Authority under section 53 \(^2\) [of the Act.]

(e) Distribution Line Clearances: Overhead lines shall comply with the safety measures specified by the Authority under section 53 \(^3\) [of the Act.]

(f) Earthing: \(^4\) [The distribution system shall be effectively earthed in accordance with the Indian Standards in force, substation earth mat shall be designed to have a low overall impedance / resistance and to have a minimum transient ground potential rise (TGRPR) during fault, giving rise to only permissible safe touch and step potential]. All individual earth electrodes, earthing pits and interconnection arrangements shall be correctly installed and maintained. The bodies, cases, trucks and enclosures of all equipment shall be properly earthed in accordance with the system requirements and equipment ratings. Metallic line supports of overhead lines, cable sheaths and shields shall also be earthed in a proper manner. Connections may be compressed using crimping tool, welded, braced, or bolted using suitable lock washers/locknuts. Bolts should not be used for buried connections.

\(^1\) Substituted for the expression “by Commission” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

\(^2\) Inserted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

\(^3\) Substituted for the expression “of Act” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

\(^4\) Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

The distribution system shall be properly earthed in accordance with the Indian Standards in force, substation earth mats shall be designed to provide the required earth resistance and limit the ground potential rise limited by Touch and Step potential criteria as per standards.
Chapter 4 : Connectivity Conditions

7. Connectivity Conditions: The Connectivity Conditions specify the minimum technical and design criteria, which shall be complied by any agency connected to, or seeking connection to the Distribution System. The Licensee shall ensure compliance of the above criteria by any agency as a pre-requisite for the establishment of an agreed connection. The terms and conditions of supply under Chapter 6 of this code shall be read in conjunction with this chapter. The connectivity conditions shall fulfill the requirement stipulated in section 50 and 53 of the Act. The Connectivity Conditions are provided to ensure that:

(a) The basic rules for connections are complied by all agencies. This will help to treat all agencies in a non-discriminatory manner.

(b) Any new or modified connection, when established, shall not suffer unacceptable effects due to its connection to the Distribution System nor produce unacceptable effects on the system or any other connected agency.

(c) The ownership and responsibility for all the equipments, shall be clearly specified in a schedule (site responsibility schedule) for every site, where a connection is made.

3[8. Distribution System Interface with Generators:-]
The generators may be permitted to evacuate the power by interfacing with the distribution system. They shall comply with the norms specified by the Commission and the Authority for capacity, connectivity, safety etc.:
Provided that such generators, including those with captive loads within the premises, barring the generators injecting to the grid through net metering system, shall be connected to the substation through a separate feeder, and no other distribution load shall be connected to this feeder.]

9. Distribution Systems protection arrangement:

(1) Protection of the distribution system and the consumer’s system shall be well coordinated. Individual protection schemes shall have adequate selectivity, sensitivity and reliability and speed of operation to disconnect the faulty equipment/circuit from the healthy system. No item of electrical equipment shall be allowed to remain connected to the distribution system unless it is covered by appropriate protection scheme.

(2) In the distribution system protection for lines / U.G cables, transformers and other equipments shall be followed by the Licensee, and by the consumers of the distribution system as well in accordance with the provisions made in TNEGC. The distribution system relay setting shall be coordinated with that of STU and it shall be endorsed by STU and SLDC.

(3) Every consumer within the area of supply of the Licensee who are availing / desire to avail of supply at 66KV, 110 KV, 230 KV level shall furnish the details of their equipment protection schemes to the Licensee and get approved before the connection is effected. On demand, the Licensee shall provide similar protection data relating to their distribution systems to any consumer seeking the above connection.

(4) The Licensee and the EHT consumers of the distribution system shall attend the protection co-ordination meetings as and when called upon to do so by the STU / SLDC to discuss all related issues and take remedial measures as discussed and agreed to in such meetings.

10. Operational Labeling:—The Licensee and the consumers shall be responsible for the provision and maintenance of clear, unambiguous signs and labels indicating the numbering and / or name of the equipment / apparatus and circuit at the substations and connection sites.

11. Metering:—[The minimum requirement of metering for substations in distribution system, Generating station and higher voltage consumer shall conform to the requirement stipulated in Tamil Nadu Electricity Grid Code (TNEGC)].

12. Communication: Reliable communication links shall be established for the exchange of data, information and operating instructions between the Licensees, consumers with demand of 1 MW and above, the load control centers of the Distribution Licensee and the SLDC / SSDC, as the case may be.

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1Substituted for the expression “non-conventional” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
2Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:
The minimum requirement of commercial and operational metering at distribution system substations and higher voltage consumer's sub stations shall conform to the requirement stipulated in Tamil Nadu Electricity Grid Code (TNEGC)
3Substituted as per Commission’s Notification No. TNERC/DC/8-22, dated 23-1-2015 (w.e.f. 25-2-2015) which before substitution stood as under:
8. Distribution System Interface with Small Generators—The electricity generated by the private developers pertaining to power projects based on [renewable] energy sources of wind, biomass etc or captive power plants shall be evacuated by interfacing with the distribution system or intra state grid. The voltage levels, connection points and connectivity conditions, safety etc., for such interfacing shall comply with the conditions laid down under Tamil Nadu Electricity Grid Code (TNEGC) and the regulations issued by the Authority in this regard.
13. The Licensee shall monitor the voltage, frequency and power factor in the distribution system at different points, during the peak and off peak hours and take all reasonable measures for the improvement of the same, if it falls below the prescribed level continuously.

(1) Voltage: The variation in the voltage levels in the distribution system may depend upon the available VAR generation, system loads and configuration of the transmission system and distribution system. Under normal operating conditions the Licensee shall exercise proper voltage monitoring and control in the distribution system beyond the point of interconnection so as to maintain voltage at all levels in accordance with the Standards of Performance specified by the Commission. The means adopted shall include,

(a) Use of transformers equipped with tap changers (on load /Off Load).
(b) Balancing of loads between phases of the LT network.
(c) Limiting KVA- km loading of the circuits
(d) Reduction of overloaded transformers by planning and installing additional distribution transformers.
(e) By installing the required regulating transformers (Boosters) and synchronous Condensers at appropriate locations.
(f) Installation of shunt capacitors / Capacitor banks at optimum locations depending upon the requirement of VAR compensation in the network
(g) [ Provision of switched/fixed capacitor, as the case may be, on the (secondary) LV side of Distribution Transformers.]

(2) Frequency: The Licensee shall abide by the instructions issued by the SLDC on load frequency control for maintaining the supply frequency within the statutory limits either by resorting to load shedding or by rolling blackouts.

(3) Power Factor: The Licensee shall maintain the system power factor at the level of minimum of 0.9 (Lag) at the interface/s and carry out system improvement measures at strategic points in the distribution system by undertaking useful system studies and installing the required VAR compensation equipment to meet the situation. The Licensee shall also counsel and [advise the consumers] on the ways and means to improve the power factor in their respective systems to the required level. It shall be obligatory on the part of the consumers to improve the power factor of their connected loads to the required level in accordance [with the provisions] made in this code. Every consumer with a power factor less than the stipulated level may be suitably advised to rectify the situation by installing appropriate power factor correction equipment, without prejudice to the levy of compensation charges as per the orders of the Commission from time to time.

(4) Special Conditions: Special conditions shall be incorporated in the connection agreement for loads with high harmonic content, low power factor and unacceptable voltage and frequency fluctuations, so that the consumer shall be forced to install appropriate correction equipments to meet the requirements of this Code.

[14] Demand Side Management: The Licensee shall make suitable provisions in the Service Connection Agreements to make it mandatory on the part of selected categories of consumers with a contracted Demand over and above a specified KVA limit (to be specified by the Commission) to carry out an Energy Audit at their establishment for in-plant load management and for carrying out end use energy efficiency / conservation measures. On their part, the Licensee shall provide such consumers with relevant information relating to energy audits and its methodologies and the financial incentives offered by recognized financial institutions, banks and other government organizations.

Chapter 5: Operation Guidelines for Distribution System

15. The procedures and practices to be followed by the Licensees and consumers whose electric lines and electrical plants are connected to the Licensee’s distribution system for safe and efficient operation of their respective systems are –

(1) Demand Estimation: The Licensee shall provide to the SLDC / SSLDC, its projection of demand on a year ahead, month ahead and day ahead basis. The time frames for such submission, as set out in the TNEGC shall be adhered to by the Licensee. The SLDC or SSLDC shall be the agency to receive the details from the licensees or issue directions to the Licensees as the case may be in line with the requirements prescribed in this chapter on Operational Guidelines and as per the provisions of the relevant Code. On demand, the [consumers concerned] shall furnish these data to the Licensees. The Licensee shall estimate its hourly and daily demand on the basis of relevant load curves drawn on a day ahead basis, subject to modification depending upon information received from any specific consumer or caused by any untoward incident / contingency.

1Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

g. Provision of switched capacitor on the (secondary) LV side of Distribution Transformers

2Substituted for the expression “advise consumers” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

3Substituted for the expression “with provisions” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

4Substituted for the expression “13” ie. renumbered as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

5Substituted for the expression “by Commission” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

6Substituted for the expression “concerned consumer” as per Commission’s Notification No.TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

(2) Scheduled Shutdown Programs: The Licensee shall furnish the proposed (planned) outage (scheduled shutdown)
programs to the STU/ SLDC as specified in TNEG. Planned outage programs shall furnish clearly the details of the electric lines/cables and the equipments of the distribution system that will be taken out of service, and other details of the planned interruption namely the date, duration and quantum of load that may be limited/restricted at any interconnection during this planned interruption.

(3) Contingency Planning: The contingencies in the distribution system are mainly due to:

a. Total or partial blackout of intra transmission or inter transmission network. (Loss of generating sources)

b. [Failure of network components like Breakers, Power Transformers, Current Transformers, Potential Transformers and lines in the transmission system.]

c. Breakdown of components like Distribution Transformers, lines, etc. in the distribution system].

The procedure to be followed during such contingencies for the restoration of supply is detailed in the sections to follow.

(4) Intra / Inter Transmission System outage: In regard to the restoration of supply during the total black out at any point of interconnection, the Licensee shall abide by the black start procedures framed by the STU / SLDC. Likewise, the Licensee shall follow the guidelines provided by the STU during the outage of the apparatus or lines/cables in the above networks. The licensees may also follow an approved Demand Side Management, Load shedding, rolling blackouts and other measures.

(5) Distribution System Outage: The interruption of the power supply to any part of the distribution system lasting more than an hour, due to the breakdown of any part of the distribution system/its components, may be termed as distribution system failure and the Licensee shall evolve a suitable supply restoration procedure for such distribution system failures under intimation to the Commission.

(6) Demand Management / Load Shedding: On getting directions from the SLDC rolling blackouts for short duration shall be carried out by the Licensees to maintain the load generation balance and security of the network. This may also be necessary due to the loss of any circuit, equipment or any other operational contingency that may occur in their Distribution Networks also. The Licensee shall estimate the loads that may be shed in discrete blocks at each interconnection point after consultation with the consumers if possible and submit the same to the SLDC. The consumers shall co-operate with the Licensee in this regard. The Licensee shall work out the modalities of the load shedding. A detailed procedure shall also be furnished to the SLDC and other officials in charge of the downstream substations of the Licensee, where such load shedding / rolling blackout are to be carried out. When provisions are available for the automatic load shedding with the aid of under frequency relays, the circuits involved and the quantum of load to be shed shall be intimated to the SLDC and officials in charge of downstream substations of the Licensee. The settings adopted for the UF relays shall also be furnished. If any constraint or bottleneck in the transmission system and/or distribution system, warrants rotational load shedding then it shall be resorted to by the Licensees in their distribution system. On such occasions, the public shall be promptly informed of such arrangements through the media.

16. Safety Aspects: —

(1) Provisions with respect to safety and electricity supply is dealt in detail under section 53 of the Electricity Act, which reads as:

"(1) The Authority may in consultation with the State Government, specify suitable measures for –

(a) Protecting the public (including the persons engaged in the generation, transmission or distribution or trading) from dangers arising from the generation, transmission or distribution or trading of electricity, or use of electricity supplied or installation, maintenance or use of any electric line or electrical plant;

(b) Eliminating or reducing the risks of personal injury to any person, or damage to property of any person or interference with use of such property;

(c) Prohibiting the supply or transmission of electricity except by means of a system which conforms to the specification as may be specified;

(d) Giving notice in the specified form to the Appropriate Commission and the Electrical Inspector, of accidents and failures of supplies or transmissions of electricity;

(e) Keeping by a generating company or licensee the maps, plans and sections relating to supply or transmission of electricity;"

1Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

b. Failure of network components like breakers, lines and UG cables in the transmission system

c. Breakdown of components in the distribution system

2Substituted for the expression “officials persons” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

3Substituted for the expression “Large consumers” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

4Substituted for the expression “contract demands” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)
(f) Inspection of maps, plans and sections by any person authorized by it or by Electrical Inspector or by any person on payment of specified fee;

(g) Specifying action to be taken in relation to any electric line or electrical plant, or any electrical appliance under the control of a consumer for the purpose of eliminating or reducing a risk of personal injury or damage to property or interference with its use;”

(2) The measures specified by the Authority, in accordance with the above provision shall form the basis for safety. Primary focus should be laid on safety in all the works related to the location, erection, installation, operation and maintenance of the equipments, devices and other network components at the consumer’s mains/premises. Safety of the end users, operating personnel and public shall be given focused attention. Adequate training will be imparted to the operating personnel with the adoption of relevant operating techniques and safety procedures / precautions necessary for satisfactory operation of the system and its equipments which include cross boundary connections and interface points as applicable.

(3) Safety co-ordination: The salient aspects involved in safety co-ordination are:

(a) The Licensee and the consumers of the distribution system shall observe safety rules, practices and precautions when work is to be carried out on any apparatus or circuits in any part of the distribution system or in any part of the consumer system.

(b) The objective of this safety co-ordination is to enforce the principles of safety as prescribed in the measures specified under section 53 of the Act and practices for their implementation.

(c) [There shall be proper co-ordination between operating personnel of the Licensee and the consumers, between two distribution licensees across common control boundaries, for carrying out work on any apparatus, switchgear, or circuits belonging to each party at the point of interconnection or interface].

(d) The Licensee shall follow the provisions of the TNEGC for cross boundary operations in co-ordination with the STU

(e) The Licensee, all consumers and any other distribution Licensee having common electrical interface with the Licensee shall designate suitable persons to be responsible for safety co-ordination. These persons shall be referred to as control persons. The list of control persons, their designation and telephone numbers shall be exchanged between all 3 persons concerned. Any change in the list shall be notified promptly to all concerned.

(f) The disconnecting device / or devices shall be provided at each electrical interface, which shall be capable of effectively disconnecting the system of the Licensee and other consumers and grounding the respective system at the common boundary. These devices shall be identified and marked by the Licensee and respective consumer and shall be maintained in good condition at all times. Such disconnecting devices shall be provided with interlocks to prevent inadvertent switching operations by unauthorized persons.

(g) Permission in writing shall be issued by the appropriate control person at the electrical interface to his/her counterpart responsible for carrying out work on any apparatus, switchgear or circuits beyond the electrical interface. Such permissions shall be termed as Line Clear Permits (LCP). The format of the LCP shall be standardized by the Licensee and shall be used by all concerned. Detailed rules framed by the Licensee pertaining to such works and Line Clear Permits (LCPs) shall be circulated to its personnel as part of its internal administration.

(h) A list containing the names and other details of the Officers/staff who are authorized to issue / get LCPs on the apparatus, lines and cables may be displayed at an apt location in the substation.

(i) The Licensee shall formulate a checklist of operations to be carried out before the issue and return of LCPs and procedures for safety co-ordination for each electrical interface. Such procedures and checklist shall be issued to all concerned, by the Licensee, for implementation.

(j) The Licensee shall prepare a safety manual incorporating all operating procedures in addition to safety rules and safety precautions applicable to its distribution system and the Consumer's system and circulate the same among all staff concerned and Consumers for strict adherence.

1Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

There shall be proper co-ordination between operating personal of the Licensee and the consumers, between two distribution licensees across common control boundaries, for carrying out work on any apparatus, switchgear, or circuits belonging to each party at the point of interconnection or interface point.

2Substituted for the expression “concerned persons” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

3Substituted for the expression “hung” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

4Substituted for the expression “all concerned staff” as per Commission’s Notification No. TNERC/DC/8-8, dated, 8-2-2008 (w.e.f. 27-2-2008)

(k) The Licensee shall devise and maintain uniform operating procedure for switching, isolation, and restoration, live line working and test charge of defective lines/apparatus duly incorporating the safety aspects.
17. Protective clauses as applicable to Railways, Highways, Airport, telegraphic signaling line etc., are as follows:

(1) Protection of Railways, Highways, Airport, etc. as set out in section 159 of the Act reads as:

“No person shall, in the generation, transmission, distribution, supply or use of electricity, in any way injure any railway, highway, airports, tramway, canal or water-way or any dock, wharf or pier vested in or controlled by a local authority, or obstruct or interfere with the traffic on any railway, airway, tramway, canal or water-way."

(2) Protection of telegraphic, telephonic and electric signaling lines as set out in section 160 of the Act reads as:

(1) Every person generating, transmitting, distributing, supplying or using electricity (hereinafter in this section referred to as the “operator”) shall take all reasonable precautions in constructing, laying down and placing his/her electric lines, electrical plant and other works and in working his/her system, so as not injuriously to affect, whether by induction or otherwise, the working of any wire or line used for the purpose of telegraphic, telephone or electric signaling communication, or the currents in such wire or line.

(2) Where any difference or dispute arises between the operator, and the telegraph authority as to whether the operator has constructed, laid down or placed his/her electric lines, electrical plant or other works, or worked his/her system, in contravention of sub-section (1), or as to whether the working of any wire, line or current is or is not injuriously affected thereby, the matter shall be referred to the Central Government and the Central Government, unless it is of opinion that the wire or line has been placed in unreasonable proximity to the electric lines, electrical plant or works of the operator after the construction of such lines, plant or works, may direct the operator to make such alterations in, or additions to, his/her system as may be necessary in order to comply with the provisions of this section, and the operator shall make such alterations or additions accordingly:

Provided that nothing in this sub-section shall apply to the repair, renewal or amendment of any electric line or electrical plant so long as the course of the electric line or electrical plant and the amount and nature of the electricity transmitted thereby are not altered.

(3) Where the operator makes default in complying with the requirements of this section, he shall make full compensation for any loss or damage incurred by reason thereof, and, where any difference or dispute arises as to the amount of such compensation, the matter shall be determined by arbitration

Explanation.—For the purposes of this section, a telegraph line shall be deemed to be injuriously affected if telegraphic, telephonic or electric signaling communication by means of such line is, whether through induction or otherwise, prejudicially interfered with by an electric line, electrical plant or other work or by any use made thereof."

18. Accident Reporting: Notice of accidents and inquiries as set out in section 161 of the Act reads as:

(1) If any accident occurs in connection with the generation, transmission, distribution, supply or use of electricity in or in connection with, any part of the electric lines or electrical plant of any person and the accident results or is likely to have resulted in loss of human or animal life or in any injury to a human being or an animal, such person shall give notice of the occurrence and of any such loss or injury actually caused by the accident, in such form and within such time as may be prescribed, to the Electrical Inspector or such other person as aforesaid and to such other authorities as the Appropriate Government may by general or special order, direct.

(2) The Appropriate Government may, if it thinks fit, require any Electrical Inspector, or any other person appointed by it in this behalf, to inquire and report—

(a) As to the cause of any accident affecting the safety of the public, which may have been occasioned by or in connection with, the generation, transmission, distribution, supply or use of electricity, or

(b) As to the manner in, and extent to, which the provisions of this Act or rules and regulations made hereunder or of any licence, so far as those provisions affect the safety of any person, have been complied with.

(3) Every Electrical Inspector or other person holding an inquiry under sub-section (2) shall have all the powers of a civil court under the Code of Civil Procedure, 1908 (5 of 1908) for the purpose of enforcing the attendance of witnesses and compelling the production of documents and material objects, and every person required by an Electrical Inspector be legally bound to do so within the meaning of section 176 of the Indian Penal Code (45 of 1860).

19. Major Incident Reporting:

(1) The reporting on major incidents shall conform to the provisions under section 53 and 160 of the Act. Among the incidents that would affect the distribution system are:

(i) Aberrations/deviations in system voltage and frequency level. (Both for HV and LV networks [exceeding the set tolerance levels]),

(ii) Major breakdowns in the distribution system.

(iii) Major deviations of load drawal from any interconnection relative to the day ahead estimation of demand.
furnished by the Licensee to the STU / SLDC.

(iv) Any other incident which the Licensee or consumer may consider worth reporting with regard to safe and reliable operation of the distribution system.

(v) The Licensee and the consumers shall establish a hierarchy for reporting incidents and a procedure for the exchange of information. The consumers shall promptly furnish information to the Licensee regarding any major incident occurring in their system to the Licensee.

(vi) The adverse impact of Harmonics in the system.

(vii) The adverse impact of the operation of shunt capacitor banks on other equipments/devices in the network and at the consumer's premises as well.

Explanation: The basic characteristics of the incident, which constitute a major break down, shall be determined by the concerned Licensee / Consumer and reported.

(2) Prescribed time frame for the reporting by the Licensees in respect of major incidents.

(a) Deviations in the system voltage or frequency Exceeding the set tolerance levels — monthly

(b) Major deviation in load drawsals — monthly

(c) Major breakdowns of lines/cables/equipments (Including any loss of capacity of 5 MVA and above)

* Preliminary report followed by a detailed report indicating status, nature of break down, total break down period, restoration period, and estimate of losses/ repairs, loss to persons /property, number of consumers affected etc. — Within 24 Hours

(d) Any other incident referred to in the Code — Monthly

20. Condition based monitoring / Preventive Maintenance programmes shall be designed as follows:

(i) [The Licensee shall prepare pre-monsoon inspection and other preventive maintenance schedules for lines and equipment and ensure its compliance at all levels. Necessary advance intimation shall be given to the consumers likely to be affected].

(ii) The level of maintenance shall be appropriate to meet the manufacturers maintenance recommendations and the performance standards of the Licensee.

(iii) All the bottom line, all the HV lines in the control area of the Licensee shall be inspected twice annually.

(iv) Periodical testing and maintenance of transformers, switchgear and protective equipments and earthing in the distribution system shall be carried out by the Licensee in line with the manufacturers recommendations / standard practices for ensuring their smooth operation, serviceability, safety, reliability and efficiency.

(v) The Consumers also shall maintain their apparatus, switchgear, electric lines, metering equipment and cables including their generator sets in good operating condition and conforming to the measures specified under section 53 of the Act and keep them suitable for connecting to the distribution system in a safe and reliable manner. [Consumers shall ensure proper interlock facility provided for their generator sets to prevent parallel operation with the Distribution System of the Licensee provided such generators are not interfaced with the Licensee's network for supply of power].

1 Inserted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

2 Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

The Licensee shall prepare pre-monsoon inspection and other preventive maintenance schedules for lines and equipment and ensure its compliance at all levels. Necessary intimation shall be given to the affected consumers.

3 Inserted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
(vi) Licensee shall set up a Consumer Trouble Call Management Center and lay down suitable procedures.

(vii) The Licensee shall have provisions for sealing the meter, checking the quality of new meters, periodical calibration of customer meters, repair of defective meters and other related works.

21. Tools, plants and Spares: The Licensee shall ensure availability of proper tools and plants and keep the work places in good condition for carrying out the required repairs/maintenance. Serviceability of tools and plants must be checked periodically and certified for their healthiness. The Licensee shall maintain an inventory of replacement spares required for maintenance purposes at suitable locations. A clear policy may be laid down by the Licensee in this regard and submitted to the Commission for reference.

22. Training: The Licensee shall set up Training centers (or in coordination with the established Training centers) to impart proper and adequate training to its workmen and supervising staff in modern distribution practice, maintenance techniques and safety procedures. A syllabus suitable for the intended purpose shall be followed by them. The syllabus shall be submitted to the Commission for its perusal and approval.

23. Research and Development : The STU shall, in consultation and approval of the Commission, carry out R&D to analyze and solve common operational and other problems related to distribution. Also they will be responsible for carrying out improvement and updation studies. The study results shall be properly communicated to all the distribution licensees for adoption. The expenditure towards the R&D work shall be met from a common fund for which the Commission shall prescribe the rate of contribution from each Licensee.

Chapter 6 : Terms and Conditions for supply of Electricity

24 Terms and conditions for supply of Electricity: The terms and conditions for supply of electricity is meant to govern the supply of electricity and procedures thereof, including the powers, functions and obligations of the Licensee and the rights and obligations of the consumers and matters connected therewith and incidental thereto. The terms and conditions are not exhaustive as to the requirements to be complied with by Users connected or seeking connection to the Licensee’s distribution system.

25. System of Supply: The Licensee’s declared voltage of supply will be generally as follows :

(a) Low Tension Supply
   i. Single phase 240 volts, 50 Hz A.C between phase and neutral.
   ii. Three-phase 415 volts 50 Hz A.C between phases.

(b) High Tension Supply

   Three-phase 50 Hz A.C, 11,000 volts, or 22,000 volts and 33,000 volts between phases whichever is available.

(c) Extra High Tension Supply

   Alternating current - 50 Hertz Three- phase 66,000 volts, 110,000 volts and 230,000 volts between phases whichever is available.

   For larger loads, the Licensee reserves the right to supply at higher voltages according to the convenience of the Licensee.

1)26. Categories of Supply.-

(1) Supply of electricity available to the consumer is of the following categories:-

(a) Single-phase 2 wire 240 volts between phase and neutral for supply to a total connected load not exceeding 4000 watts (including power loads);

(b) Three-phase 4 wire 415 volts between phases and 240 volts between phase and neutral for supply to a total connected load exceeding 4000 watts but not exceeding a demand of 112 KW;

(c) The consumer may elect to avail supply under any one of the above categories where the connected load does not exceed 4000 watts;

   **Explanation:** If the connected load or demand of a LT consumer exceeds 50 kW, the consumer shall be provided with LTCT metering.

(d) Three-phase three wire supply at 11 kV or 22 kV depending on the voltage level existing in the area of supply shall be provided for a demand limit up to 3 MVA or 5 MVA as the case may be. However, the minimum demand shall be 63 kVA;
(e) The consumer shall be provided supply at 33 kV for a demand exceeding 3 MVA and up to 10 MVA if the area of supply is fed through 11 kV system and if the area of supply is fed through 22 kV system, supply at 33 kV shall be provided for a demand exceeding 5 MVA and up to 10 MVA;

(f) The consumer shall be provided supply at 110 kV for a demand above 10 MVA and up to 50 MVA;

(g) The consumer shall be provided supply at 230 kV for a demand above 50 MVA;

(2) In case of existing service connection / installation not conforming to the provisions mentioned in Sub-Regulation (1), conversion of such service connection / installation to higher / lower voltage may be carried out based on the mutual consent between the Distribution Licensee and the Consumer duly considering the capacities of the existing line/cable, transformer, etc. and the cost-benefit analysis of such conversion.

2[“Explanation: For this purpose of this sub regulation, existing service connection means the service connection or additional demand to the existing service connection, effected on or before 21-03-2012, the date on which the sub regulation (2) came into force”]

3(3) If the consumer opts for higher levels of voltages for demands less than that specified, the consumer shall bear the extra expenses to be incurred by the licensee to provide supply at such higher voltages.”).

3[(4) Notwithstanding anything contained in sub-regulation (1), where there is no 33 kV network in a specified area and the Distribution Licensee has to incur heavy expenditure to create the 33 kV network, the Chief Executive Officer of the Distribution Licensee may permit in specific cases to effect supply or additional load in 11/22 kV itself subject to technical feasibility. Such cases shall be recorded and communicated to the Commission. As and when 33 kV network is created in the area, such 11/22 kV shall be converted into 33 kV supply.]

1Substituted as per Commission’s Notification No. TNERC/DC/8-15, dated, 17-02-2012 (w.e.f. 21-03-2012) which before substitution stood as under:

26. Categories of Supply: Supply of electricity shall be made available to the consumer under the following categories:

(a) Single-phase 2 wire 240 volts between phase and neutral for supply to a total connected load not exceeding 4000 watts (including power loads).

(b) Three-phase 4 wire 415 volts between phases and 240 volts between a phase and neutral for supply to a total connected load exceeding 4000 watts but not exceeding a demand of 112 KW. The consumer may elect to avail supply under any one of the above categories where the connected load does not exceed 4000 watts.

(c) Three-phase 3 wire, 11,000 volts and above between phases for power installation exceeding a demand of 112 KW, the minimum demand however being 63 KVA

(d) The consumer shall avail supply at 33 kV and above when the demand is 5 MVA and above.

2Inserted as per Commission’s Notification No. TNERC/DC/8-16, dated 29-11-2012 (w.e.f. 23-01-2013 )

3Inserted as per Commission’s Notification No. TNERC/DC/8-18, dated 25-11-2013 (w.e.f. 18-12-2013 )
27. Requisitions for Supply of Energy:

(1) The provision regarding the duty of Licensee as detailed in section 43 \[of the Act\] to supply electricity on request is reproduced below:

"(1) \[Save as otherwise provided in this Act,\] every distribution licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply:

Provided that where such supply requires extension of distribution mains, or Commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or Commissioning or within such period as may be specified by the Appropriate Commission.

Provided further that in case of a village or hamlet or area wherein no provision for supply of electricity exists, the Appropriate Commission may extend the said period as it may consider necessary for electrification of such village or hamlet or area.

[Provided that the licensee will refuse to supply electricity to an intending consumer who had defaulted payment of dues to the licensee in respect of any other service connection in his name]\n
[Explanation:- For the purposes of this sub-section, “application” means the application complete in all respects in the appropriate form, as required by the distribution licensee, along with documents showing payment of necessary charges and other compliances.\]"

(2) It shall be the duty of every distribution licensee to provide, if required, electric plant or electric line for giving electric supply to the premises specified in sub-section (1):

[Provided that no person shall be entitled to demand, or to continue to receive, from a licensee a supply of electricity for any premises having a separate supply unless he has agreed with the licensee to pay to him such price as determined by the Appropriate Commission.]

(3) If a distribution licensee fails to supply the electricity within the period specified in sub-section (1), he shall be liable to a penalty which may extend to one thousand rupees for each day of default."

(2) Supply to Agricultural category: Application for supply to agriculture category shall be in Form 2 of Annexure III. In respect of the agricultural category, this provision shall be governed by the directives issued by the Commission from time to time, on the basis of the guidance on this matter by the National Electricity Policy (as stipulated in sub section 4 under section 86 of the Act) and the policy directions in public interest given by the State Government under sub section (1) of section 108 of the Act.

(3) [The application for HT service connection shall be in FORM-4. Application for LT service connection (other than Agriculture and Hut), LT Agriculture service connection and LT Hut service connection shall be in FORM - 1,2 and 3 respectively.]

Note: Requisitions for supply of energy (Applications), even if incomplete, and irrespective of whether they are handed over in person or by post, should be acknowledged in writing. If they are in order, they shall be registered immediately and acknowledged. If they are incomplete, the defects should be indicated and returned without registration.

1Inserted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
2Inserted as per Commission’s Notification No. TNERC/DC/8-9, dated 22-5-2008 (w.e.f. 11-6-2008)
3Inserted as per Commission’s Notification No. TNERC/DC/8-1, dated 22-11-2005 (w.e.f. 7-12-2005)
4Inserted as per Commission’s Notification No. TNERC/DC/8-9, dated 22-5-2008 (w.e.f. 11-6-2008)
5Substituted as per Commission’s Notification No.TNERC/DC/8-21, dated 7.10.2014 (w.e.f 3.12.2014)

(3) The application for HT supply shall be in Form 4. Application for LT supply (except Agricultural category) including Hut service shall be in Form 1 & 3 of Annexure III.
(4) An intending consumer who is not the owner of the premises [***]shall produce a consent letter in Form 5 of Annexure III to this code from the owner of the premises for availing the supply. If the owner is not available or [***] refuses to give consent letter, the intending consumer shall produce [5] valid proof of his/her being in [6] occupation of the premises and also execute an indemnity bond in Form 6 of the Annexure III to this code indemnifying the licensee against any loss on account of disputes arising out of effecting service connection to the occupant and acceptance to pay security deposit twice the normal rate.

[Explanation: - For the purpose of this sub-regulation, the expression "valid proof" means any proof of occupancy such as registered power of attorney or latest rent receipt issued prior to the date of application or lease deed or possession order from appropriate authority or decree or judgment of Courts.]

(4) [3] [***]

(6) & (7) [8] [***]

(8) [4] [***]

(9) In case of LT three phase supply, the Licensee shall ensure the following:

(i) For all LT three phase services other than domestic and agricultural category, when the contracted demand exceeds 18.6 KW (25 HP), the meter in the service shall have the KW demand recording facility.

(ii) For all LT three phase services other than domestic and agricultural category, when the contracted demand does not exceed 18.6 KW (25 HP) and KW recording facility is not available in the meter, the consumer shall not be permitted to have excess connected load over and above the contracted demand. The consumer shall however be permitted to opt for meters with KW demand recording facility, allowed to have connected load in excess of contracted demand and covered under the provisions of the excess demand charges as stipulated in the Supply Code.

(10) Notwithstanding anything contained in this clause, the Licensee will refuse to supply electricity to an intending consumer for any industry, including welding purpose in any predominantly residential area, if in the opinion of the Engineer, such supply will cause voltage fluctuations in the supply to the area and consequent inconvenience in that area. The decision of the Engineer as to whether there will be voltage fluctuations in the said area shall be final and binding on the intending consumer. "Residential" area means area recognized as such by Municipal Corporations, Municipalities, Townships, Panchayats or such other local authorities constituted under any law for the time being in force. If however, the area under consideration is declared as a residential cum industrial area by the competent bodies, the above provision shall not apply.

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1 The words "he occupies" omitted as per Commission's Notification No. TNERC/DC/8-8 dated 8-2-2008 (w.e.f. 27-2-2008)

2 The word "he" omitted as per Commission's Notification No. TNERC/DC/8-8 dated 8-2-2008 (w.e.f. 27-2-2008)

3 Omitted as per Commission's Notification No. TNERC / DC / 8-6, dated 10-9-2007 (w.e.f. 3-10-2007) which before omission stood as under:

The application for H.T / L.T. industries under 'Red Category' or highly polluting as notified by the Government/ Tamil Nadu Pollution Control Board from time to time shall be received only on production of letter of "consent to establish" issued by Tamil Nadu Pollution Control Board along with the application by the prospective consumer.

4 Omitted as per Commission's Notification No. TNERC / DC / 8-6, dated 10-9-2007 (w.e.f. 3-10-2007) which before omission stood as under:

Applicants requiring service connections to buildings comprising several flats, apartments etc., (irrespective of purpose i.e., domestic, commercial etc...) should ensure that all the conditions stated above and also the conditions stipulated by Local body CMDA etc., in respect of supply of electricity to such buildings are strictly complied with. Failure in this regard may entail denial of service connection until all the conditions are fulfilled.

5 Inserted as per Commission's Notification No. TNERC/DC/8-21, dated 7.10.2014.

6 The word 'lawful' omitted as per Commission's Notification No.TNERC/DC/8-21, dated 7.10.2014.

8 Omitted as per Commission's Notification No. TNERC/DC/8-21, dated 7.10.2014 which before omission stood as under:

6 Omitted as per Commission's Notification No. TNERC/DC/8-21, dated 10-9-2007 (w.e.f. 3-10-2007) which before omission stood as under:

Where the intending consumer's premises has no frontage on a street and the supply line from the Licensee's mains has to go upon, over or under the adjoining premises of any other person (whether or not the adjoining premises is owned jointly by the intending consumer and such other person), the intending consumer shall arrange at his/her own expense for any necessary way leave, licence or sanction before the supply is effected. Even when the frontage is available, but objections are raised for laying lines/ cables/ poles through a route proposed by the Licensee involving minimum cost and in accordance with the technical norms, to extend supply to the intending consumer, the intending consumer shall arrange at his/her own expense necessary way leave , licence or sanction before the supply is effected. Any extra expense to be incurred by the Licensee in placing the supply line in accordance with the terms of the way leave, licence or sanction shall be borne by the intending consumer. In the event of way-leave, licence or sanction being cancelled or withdrawn, the intending consumer shall at his/her own cost arrange for any diversion of the service line or the provision of any new service line thus rendered necessary.

7 (7) It shall not be incumbent on the Licensee to ascertain the validity or adequacy of way-leave, licence or permission obtained by the intending consumer. The consumer is liable for damages, if any, claimed by the person giving way-leave, licence or permission.

(11) The requirement to be notified by the Authority through regulations shall be complied with for availing the service connection.
12) Supply shall be given in Poromboke lands/Government lands on production of No Objection Certificate obtained from the concerned officer of the Government of Tamil Nadu. The applicant shall execute an indemnity bond in FORM-6 of the ANNEXURE III to this code and also pay security deposit twice the normal rate.\textsuperscript{6}

13) Within a door number or sub door number, an establishment or person will not be given more than one service connection.

14) Where more than one person or more than one establishment is \textsuperscript{4}[or intended to be] in occupation of a door number or sub door number, more than one service connection will be given only if there is a permanent physical/\textsuperscript{3}[electrical]\textsuperscript{5} segregation of areas for which different service connections are applied for.

15) In case of flat system and shopping complexes where more than one flat or shops are located \textsuperscript{1}[with permanent physical segregation] \textsuperscript{1}, more than one service shall be given.

\textsuperscript{7} \[(15A)\] Notwithstanding anything contained in sub-regulations (14) and (15), a person or an establishment or an entity shall be given only one service connection in a premises or in contiguous premises to run a business or service or occupation or another form of activity including its associated activities and for activities of the associates even if there is a permanent physical segregation.\textsuperscript{7}

16) In case of non compliance by the Licensee, of the provisions as above, the intending consumer can approach the Consumer Grievance Redressal Forum \textsuperscript{2}[established under section 42(5) of the Electricity Act 2003]\textsuperscript{2}.

\textsuperscript{8} \[Explanation:- For the removal of doubts, it is hereby declared that the expression “other compliances” occurring in the Explanation to section 43(1) of the Act as reproduced in sub- regulation (1) shall mean the documents mentioned in the Forms specified in ANNEXURE III to this Code and any decree or order or judgment of Courts.\textsuperscript{8}]

28. Additional terms of supply as stipulated in section 48 of the Act reads as:

“A distribution licensee may require any person who requires a supply of electricity in pursuance of section 43 to accept -

(a) any restrictions, which may be imposed for the purpose of enabling the distribution licensee to comply with regulations made under section 53;

(b) any terms restricting any liability of the distribution licensee for economic loss resulting from negligence of the person to whom the electricity is supplied.”

29 Service Lines:

(1) More than one service connection in a door number/ sub-door number will be given if the second service connection is for a welding set in the same door number/sub -door number.

(2) In agricultural connections where the consumer requires a separate service connection for utilizing energy for radios and other appliances including domestic lighting in the farm house, more than one service connection in the same Survey Field Number /sub-divided survey field number will be permitted.

(3) The existing High Tension Consumers who want to avail a separate service for their expanded industrial activities within a door No., or sub-door No. (in the same premises) a new service connection shall be given, provided the extension is physically and electrically \textsuperscript{2}[segregated]\textsuperscript{9}.

(4) Upon receipt of an application for supply of electricity, a notice will be sent to the intending consumer that he or his/ her authorized representative to meet the Engineer to agree on the position of the point of supply, cut-out or circuit-breaker and meter. The Licensee will in no case fix its meter, cut-out etc., nor allow the same to remain in any position which will entail entry of its employees into certain restrictive areas which are socially well defined. In case of service connection from OH line, the service mains shall be visible and accessible up to metering point for inspection.

(5) The consumer shall provide free of cost to the Licensee adequate land/ space in his/her premises as may be considered necessary by the Engineer and afford all reasonable facilities for bringing in not only cables or overhead lines from the Licensee’s system for servicing the consumer but also cables or overhead lines connecting other consumers. The land/ space should be at a location near the entrance to the premises and should be easily accessible to Licensee’s officials for inspection.

(6) The Consumer shall permit the Licensee to install all requisite equipments such as Transformers, switchgears, meters etc., and to lay necessary cables or overhead lines and to provide connections thereto on the consumer’s premises and shall also permit the Licensee to extend supply to other consumers through the cables, lines and equipments installed in the consumer’s premises, provided that supply to the consumer in the opinion of the Engineer is not thereby unduly affected.

\textsuperscript{1} Inserted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
Inserted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

Substituted for the expression “demarcated” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

The words “or intended to be” and “electrical” inserted as per Commission’s Notification No. TNERC/DC/8-19, dated 1.7.2014 (w.e.f. 6.8.2014)

Substituted as per Commission’s Notification No. TNERC/DC/8-21, dated 7.10.2014, (w.e.f 3.12.2014) which before substitution stood as under

{ a) Supply shall be given in poromboke land on production of—
   (i) No Objection certificate obtained from the Officer (not below the rank of Deputy Tahsildar) or
   (ii) Where such No Objection Certificate could not be produced by the applicant for service connection the following undertaking shall be furnished:-
       (1) “I am aware that I am liable to be evicted and for supply disconnection at any time if the lands are required by the Government and / or any dispute arises at a later date and that electricity supply given in this regard will not confer any claim on ownership of the land.
       (2) I am aware that the above undertaking shall not confer permanent and full right to the ownership of the land.]

a Substituted as per Commission’s Notification No. TNERC/DC/8-3, dated, 31-05-2006 (w.e.f. 21-6-2006) which before omission stood as under:

Supply shall be given in poromboke land on production of necessary documents as per the directive from the Government from time to time.}

Inserted as per Commission’s Notification No. TNERC/DC/8-21, dated 7.10.2014 (w.e.f. 3.12.2014).

Substituted as per Commission’s Notification No. TNERC/DC/8-21, dated 7.10.2014, (w.e.f. 3.12.2014) which before substitution stood as under:

{ b) Explanation:- For the removal of doubts, the expression “other compliances” occurring in the Explanation to section 43(1) of the Act as reproduced in sub-regulation (1) above, shall include the following, namely:—
   (a) the compliance by the intending consumer of other laws of the State of Tamil Nadu relating to the obtaining of permit or approval or sanction or consent from the appropriate authorities as mentioned in such laws in regard to construction, alteration or repairs to buildings or establishment of new industries or factories or other establishments for which supply of electricity is required by such intending consumer;
   (b) the compliance by the intending consumer of the provisions contained in sub regulations (4), (11) and (12) above;
   (c) the compliance by the intending consumer of any decree or order or judgment of any civil court in regard to the supply of electricity or other requirements mentioned in such decree or order or judgment.]

b Inserted as per Commission’s Notification No. TNERC/DC/8-9, dated 22-5-2008 (w.e.f. 11-6-2008)
7. The Service Line once laid shall not be transferred, interfered with or shifted from one place to another except with the permission of the Engineer.

8. For housing the switchgears and meter cubicles of the Licensee, the High Tension Consumer shall provide and maintain at his/her own expense locked, weatherproof and fireproof enclosure of agreed design and location. The enclosure should preferably be in a building separate from the Consumer's substation and installation. Where this is not feasible, the equipments of the Licensee shall be completely segregated from the Consumer's equipments by fireproof walls.

9. The consumer shall permit the Licensee, free of cost, the use of any land belonging to the consumer which may be required for erecting the posts, lines, structures, cables and other equipments necessary for the supply of electricity and shall give access at all time to the Engineer and/or his/her agents, employees, subordinates and workmen with or without tools to inspect and/or work on the posts, lines, structures, cables and other equipments and the consumer shall have no claim whatsoever on account of any damage to his/her property by reason of such erection of or any other work on the posts, transmission lines, structures, cables and other equipments.

10. In all storied buildings irrespective of the number of floors, service connections (whether through overhead wires or through underground cables) will be effected normally at the ground floor. Service connections will also be effected, at the request of the consumer, at the basement floor of the storied building, provided the place where the Licensee’s meters, cut-outs etc., are installed has direct and independent access from outside, is well ventilated, has sufficient headroom and the doors provided for the service room have adequate fire resistance property and water proof and free from water logging.

11. In storied building sufficient space at a suitable place shall be made available free of cost to the Licensee for installing transformers, switchgears etc., in addition to the space requirements stated below:

12. [For any building / premises requiring LT service connection(s) having either (a) total floor area of 900 square meter and above (excluding the still floor / basement floor) or (b) the total demand of all the LT services in the building exceeds 150 kW].

(i) (a) an electrical room with RCC roof having clear floor area 6 metres x 4 metres with a vertical clearance of 2.75 metres with locking facility, exhaust fans and adequate size of cable duct, shall be provided at the ground floor within the consumer premises of storied buildings nearer to the main entrance for installing floor mounted distribution transformer and associated switchgear or

(b) a clear space of 10 metre x 4 metre or 5 metre x 5 metre open to the sky shall be provided within the consumer premises preferably at the main entrance for installing floor mounted distribution transformer and associated switchgears, and

(ii) Space as per the following norms shall be allotted for establishment of a sub station / switching station in places of group housing / commercial complex where the total demand exceeds 5 MVA. These areas shall be specifically shown in the plan.

The requirement of land for establishment of sub-stations shall not exceed the limit given below:

<table>
<thead>
<tr>
<th>Voltage level of the sub-station</th>
<th>Land Requirement in Sq.mts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>33 KV sub-station</td>
<td>1520 (indoor) 3160 (outdoor)</td>
</tr>
<tr>
<td>110 KV sub-station</td>
<td>4000 (outdoor) 16000 (outdoor)</td>
</tr>
</tbody>
</table>

1Substituted as per Commission’s Notification No. TNERC/DC/8-1 dated 22.11.2005 (w.e.f. 7.12.2005) which before substitution stood as under:

For storied buildings having a total floor area of 900 square metre and above, and multistoried building i.e. Ground plus three or more floors including still floor/ basement floor for Low Tension Service Connection.

2Substituted for the expression “10mx4m or 5mx5m” as per Commission’s Notification No. TNERC/DC/8-8 dated 8.2.2008 (w.e.f. 27.2.2008)

3Substituted as per Commission’s Notification No. TNERC/DC/8-12 dated 24.08.2009 (w.e.f. 16.09.2009 ) ) which before substitution stood as under:

Space as per the norms to be specified by the Commission shall be allotted for establishment of a sub station / switching station in places of group housing / commercial complex where the total demand exceeds 5 MVA. These areas shall be specifically shown in the plan.
Note:

(a) in places situated within 60 Kilo Meters from the periphery of the Metropolitan/Corporation limit, the licensee may establish the compact sub-station;

(b) in places situated within 30 Kilo Meters from the periphery of the Municipality limit, the licensee may establish the compact sub-station;

(c) in places situated within 10 Kilo Meters from the periphery of the Town Panchayat limit, the licensee may establish the compact sub-station;

(d) in other places, the licensee may establish the sub-station of his choice

(e) the land area should have the proper approach road atleast on any one side of the land for easy transporting of power transformer

(f) the dimension of the land area shall be as per the suggestions of the Licensee to the consumer.

(13) An approach road of not less than 3 meters width shall be provided from the public road to the electrical room/open space earmarked for installation of distribution transformer, associated switchgear, sub station / switching station.

1[Note 1: The specific requirement to provide space, as per the sub-regulations (12) and (13) of this regulation shall be made known to the consumers/ builders/ owners at the initial stages itself, when they approach with applications for extending temporary or regular supply.

Note 2 : The Chief Executive Officer of the Distribution Licensee (presently the Chairman / TNEB) may approve the relaxation against the requirement stipulated in sub-regulations (12) and (13) of this regulation in exceptional cases provided he is satisfied that:

(a) the supply to such premises can be satisfactorily fed from the existing Distribution Transformer / other sources

(b) the quality of the power supply will not be affected even in future due to growth of the load in the premises / near by area

(c) no compromise has been made on technical requirements by relaxing the above criteria.

(d) non availability of the space / alternate provisions is confirmed by the Licensee after a site inspection

(14) For High Tension service connections:-

(a) [For indoor metering, an electrical room with RCC roof having a clear floor area 5mx6m with a vertical clearance of 3.7 metres between the floor and the ceiling/beam bottom with locking facility, exhaust fan and adequate size of cable duct shall be provided at the ground/basement floor for installing the Licensee’s equipments, etc. This room shall be of fireproof and weatherproof]

(b) For outdoor metering, a clear space of 3[10 metre x 4 metre or 5 metre x 5 metre] open to sky shall be provided.

This enclosure shall be at the periphery of the building and shall be cut off from other portions of the premises by fire resistance walls. These areas shall be specifically shown in the plan. Before the plan is sent to the competent authority for approval, it shall be sent to the Engineer and got approved. The point of supply shall be within 30 meters from the main gate easily accessible and visible and satisfactory with regards to security aspects. Failure to comply with the above requirements will result in denial of supply.

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1 Inserted as per Commission’s Notification No.TNERC/DC/8-4, dated 22-06-2006 (w.e.f.16-08-2006 )

2 Substituted as per Commission’s No TNERC/DC/8-5, dated 20-07-2006 (w.e.f. 16-8-2006) which before substitution stood as under:

For indoor metering, an electrical room with RCC roof having a clear floor area 5mx6m with a vertical clearance of 3.7 metres between the floor and the ceiling/beam bottom with locking facility, exhaust fan and adequate size of cable duct shall be exclusively provided in the ground floor for installing the Licensee’s equipments etc. This room shall be of fireproof and weatherproof.

3 Substituted for the expression “10mx4m or 5mx5m” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
Provided that the Chief Executive Officer or any other Officer, not less than in the rank of a Chief Engineer, authorized by the Chief Executive Officer may approve the point of supply at a place beyond 30 meters from the main gate, if he is satisfied that such place is –

(a) easily accessible and visible to the officials of the licensee;

(b) is safe and secure; and

(c) is not susceptible to malpractice. Also there shall be no compromise on technical grounds, while relaxing the distance criteria.

With medium voltage supply i.e. above 250 volts and up to 650 volts, the Licensee’s meter and service cutouts shall be enclosed in a strong vermin proof and water proof box suitably ventilated and provided with suitable locking arrangements at the consumer’s cost at the location convenient to licensee for meter reading etc. All wires shall be made inaccessible to unauthorized persons. A ‘caution’ board shall be fixed thereto.

Having agreed on the position of point of supply, the Engineer will render to the intending consumer an estimate for the cost of laying the service line. Any work of laying the service line will be taken up only after the intending consumer pays the estimated amount in advance in full. The charges payable by the intending consumer for service line shall be as estimated by the Licensee from time to time.

The entire service line will be the property of the Licensee and the Licensee will maintain it at his/her cost.

The Licensee will also have the right to use the service line for supply of electricity to any other person.

**30. CONSUMER’S INSTALLATION:**

(1) The consumer’s installation should invariably comply with the statutory provisions contained under section 53 of the Act relating to wiring and equipment. The responsibility with regard to maintenance or testing of equipments and wiring on consumer’s premises shall lie upon the consumer.

(2) No cutout, link or switch (other than a linked switch arranged to operate simultaneously on the earthed neutral conductor and live conductors) shall be inserted or remain inserted in the earthed neutral conductor of the system.

(3) If any alteration is carried out either in equipment or in wiring, the same shall be intimated to the Licensee for updating the Test Report.

(4) The consumer must in all cases provide quick-break linked switches and a main fuse/ MCB on each live conductor except the earthed neutral. The linked switch must be erected within a metre of the Licensee’s meter board or in such other position as may be required/ approved by the Engineer. Where a conductor forming part of the consumer’s system is to be connected to the Licensee’s earthed neutral conductor, an indication of a permanent nature shall be provided by the consumer at the point where such connection is to be made to enable the conductor to be distinguished from any live conductor. The consumer shall provide a cable loop of at least one metre for each connection to the Licensee’s meter board in the same room.

In the case of High Tension supplies, suitable circuit breakers must be installed on the low-tension side of the transformer or on each of the individual low-tension feeder.

(5) All electric motor used in all new Low Tension service connections shall be of ISI marked with manufacturers’ name plate indicating rating and capacity permanently affixed on it.

(6) If at the time of effecting service connections under the Low Tension Domestic, Educational and other special institutions, etc., and General purpose category (presently Commercial and other categories), it is found that the assessed capacity is in excess of the capacity applied for by the consumer, the Engineer will include the assessed capacity in the Test Report and effect supply.

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1 Inserted as per Commission’s Notification No.TNERC/DC/8-2, dated 23-02-2006 (w.e.f. 23-02-2006 )

2 Substituted as per Commission’s Notification No TNERC/DC/8-2(1), dated 14-06-2006 (w.e.f. 23-02-2006) which before substitution stood as under:

Provided that the Chief Executive Officer of the Licensee may approve the point of supply at a place beyond 30 meters from the main gate, if he is satisfied that such place is

(a) easily accessible and visible to the officials of the licensee

(b) is safe and secure and

(c) is not susceptible to malpractice. Also there shall be no compromise on technical grounds, while relaxing the distance criteria.

Also there shall be no compromise on technical grounds, while relaxing the distance criteria.

3 Substituted as per Commission’s Notification No TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

The consumer’s installation should invariably comply with the statutory provisions of the rules framed under Act relating to wiring and equipment. The responsibility with regard to maintenance or testing of equipments and wiring on consumer’s premises shall vest with the consumer. The regulations made by the Regional Tariff Advisory Committee under the Insurance Act 1938 (Central Act IV of 1938) applicable to the electrical equipments in buildings shall be complied with by the consumers.
1[provided such excess capacity does not result in any increase in the demand applied/sanctioned and such assessed capacity is commensurate with the capacity of the meter and service line provided and does not involve either change of category of supply or improvements to the distribution mains.]

(7) All transformers, switchgears, control equipments and other electrical equipments belonging to the consumer and connected to the mains of the Licensee shall be maintained to the reasonable satisfaction of the Engineer of the Licensee and shall be in conformity with the applicable Acts, Codes, Rules and regulations etc.,

(8) Before any wiring or fitting of motor or any other electrical equipment is connected to the system, the same shall be subject to the inspection of the Engineer of the Licensee. However, this condition will not apply to Low Tension Service Connections under the Tariffs for Domestic, Educational and other special institutions, and General Purpose categories (Commercial and other categories).

(9) All High Tension installations and their associated medium voltage and low voltage installations will have to comply with the applicable safety and security rules prescribed by Authority / Government / Commission.

(10) If the connected load of any installation exceeds 15 amperes at 240 volts the installation shall be wired on the group system, separate neutral wires being brought back in each case to the point of supply. Each circuit shall have a distinct control switch. The lamps, fans and other equipments in the installations shall be so grouped that under normal conditions the current will be balanced and no current will flow in the neutral wire.

(11) A caution Board printed in Tamil and English shall be affixed by the Licensee on the meter board of each service.

(12) In order to save the expenses of a long underground service connection on private property, consumer may, with the Engineer’s approval, erect a pillar on that portion of his/her property which will be the metering point nearest to the Licensee’s supply mains into which the service shall be laid and from which the consumer shall run overhead lines / UG cables to his/her premises. These overhead mains shall constitute portion of his/her installation, and shall be laid in compliance with the applicable Safety Rules. An efficient lightning arrester may be fixed at the commencement of the overhead line at the consumer’s cost, should he desire the same, as an additional protection for his/her installation.

(13) Gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes.

(14) All wall plugs shall be of the three-pin type, the third pin connected to earth. All plugs shall be provided with switches on the live wire and not on the neutral.

(15) Motors shall be provided with control gear so that the maximum current demand of the consumer’s installation does not in any case exceed the limit given in the following schedule.

<table>
<thead>
<tr>
<th>Nature of supply</th>
<th>Size of installation</th>
<th>Limit of maximum current demand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Phase</td>
<td>Up to 3 H.P</td>
<td>Full load current x 6</td>
</tr>
<tr>
<td>Three Phase</td>
<td>i. Up to 3 HP</td>
<td>Full load current x 6</td>
</tr>
<tr>
<td></td>
<td>ii. Above 3 HP and up to 15 HP</td>
<td>Full load current x 2</td>
</tr>
<tr>
<td></td>
<td>iii. Above 15 HP and up to 100 HP</td>
<td>Full load current x 1.5</td>
</tr>
<tr>
<td></td>
<td>iv. Above 100 HP</td>
<td>Full load current x 1.25</td>
</tr>
</tbody>
</table>

Note:

1. The capacity may exceed for the single-phase motors in areas where High voltage Distribution System using Single phase Distribution Transformers is implemented.

2. Providing of automatic switching facilities to the three phase motors with a direct on line starter is prohibited.

3. The use of phase shifters (to operate the three phase motors during two phasing by the Licensee) in respect of Agricultural services by the consumers is prohibited.

Failure to restrict within these limits and also to comply with the above requirements will render the service connection liable for disconnection.

1Inserted as per Commission’s Notification No. TNERC/SC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

(16) Three-phase motor circuits shall be controlled by triple-pole switch with no-volt release and fuse protection. It is
important that the release should be maintained in working order. Functionally equivalent controls shall also be acceptable. Wiring for such motors shall be run with all wires bunched in a conduit, which shall be efficiently earthed through and connected to the frame of motor from which two separate and distinct earth wires shall be run. The earth wire shall be preferably of copper.

(17) In the case of temporary supply, the consumer shall provide current limiting switch of appropriate capacity and capacitor, if any required.

31 INSPECTIONS, TESTING AND EFFECTING SUPPLY:

(1) After completion of the wiring, notice must be sent to the Engineer by the intending consumer (upon printed test report form obtainable free of cost from the offices of the Licensee) that the installation has been completed and tested and that the same is complete and ready for inspection and test by the Engineer. Notice of the Engineer’s intention to inspect and test the installation will be sent to the intending consumer who must be present or his/her competent representative at the time fixed to give information that may be necessary concerning the installation. [Upon executing / signing of the test report, a copy of the test report shall be given to the consumer].

(2) The intending consumer shall avail himself of the supply within three months in case of HT and one month in case of LT from the date of issue of notice in writing, informing him that supply is available.

(3) If the intending consumer fails to avail the supply within the above period, a further three months notice in case of HT and one-month notice in case of LT will be sent to the intending consumer to avail the supply. If he does not avail himself the supply during this notice period, the application will be treated as lapsed and cancelled in the case of Low Tension supply and the application shall be treated as cancelled, terminating the agreement, in the case of High Tension supply. The service connection charges and the Security Deposit / development charges, etc. except Meter Charge will be forfeited. In case the intending consumer could not avail the supply under force majeure conditions, the Security Deposit 4 "[**]" and meter caution deposit shall be refunded to the intending consumer.

(4) However, Licensees of the Distribution are delegated with powers to condone the delay on specific request from them if received before expiry of second notice period and to accord approval to effect supply any day after the date of expiry of second notice of availability of supply without forfeiture of development and other charges and cancellation of application subject to his/her consent to pay monthly minimum charges up to the date of availing supply.

(5) If the intending consumer avails supply during the notice period of availability of supply he shall pay the monthly minimum charges at the notified tariff rate for the period from the date of issue of first notice of supply availability till the date of availing supply.

(6) Requisition for supply or additional supply of electricity should be made in the prescribed form obtainable from the local office of the Licensee sufficiently in advance of the date of requirement of supply. Such Forms can also be made available in downloadable mode in the Licensee’s website or allowed to be printed by others and made available in open market. The requisition should be made by the owner, or occupier, of the premises for which supply is required, and should indicate his / her full name and address. Any assistance or information required in filling up the form has to be given to the intending consumer at the local offices of the Licensee.

32. LICENSEE’S SUPPLY MAINS AND EQUIPMENTS:

(1) The Licensee may provide in Low Tension service connections its own meter, board, cut-out and other equipments and for High Tension Service connections, its own circuit breaker, High Tension fuses and other equipments and these will remain the property of the Licensee and must on no account be operated, handled or removed by anyone, who is not an employee of the Licensee, unless authorized by the Licensee. [[If the consumer elects to purchase a meter, it shall be tested, installed, operated, maintained and sealed by the licensee. The consumer shall claim the meter purchased by him as his asset only after it is permanently removed from the system of the licensee.]

[1A In case of open access consumer, ABT compliant meter with facilities to record export and import of energy shall be provided both at the generator and consumer ends in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006]

(2) The Licensee will have the right to use its supply lines and equipments provided under the conditions above and to lay cables under, across, over or through the consumer’s premises for supply to other premises in the neighborhood.

(3) The consumer shall not interfere in any manner with the property of the Licensee and shall be fully responsible for the property of the Licensee in the consumer’s premises. In the event of any loss or damage caused to Licensee’s property by any act, neglect or default of the consumer, his/her servants or persons employed by him or due to any reason other than force majeure conditions the consumer shall compensate the Licensee for the cost of necessary repairs or replacements as may be indicated by the Engineer, within thirty days of issue of the bill in this behalf. Non-payment of such bill by the consumer shall entail disconnection of supply under section 56 of the Act.

1Inserted as per Commission’s Notification No TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

2Inserted as per Commission’s Notification No TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

3Inserted as per Commission’s Notification No TNERC/DC/8-15, dated 17-02-2012 (w.e.f. 21-03-2012)

4The words “/ development charges” omitted as per Commission’s Notification No.TNERC/DC/8-19,dt.1.7.2014 (w.e.f 6.8.2014)
33 AGREEMENTS:

(1) All intending consumers shall execute an agreement governing the supply of electricity in the form prescribed at the time of paying the Security Deposit and the service connection charges. The work of extension of supply will be taken up for execution only after the agreement is executed and the Security Deposit and the service connection charges, etc. are paid. For LT consumers other than agricultural and industrial consumers the application is treated as application-cum-agreement. In case of LT agriculture and industrial services, the agreement shall be in Form 7 in Annexure III and in case of HT consumers, the agreement shall be in Form 8 in Annexure III.

(2) Every agreement is for a specific purpose and a specified location. The Engineer may at his/her discretion permit a consumer to change the point of supply from one place to another on such terms as may be prescribed by the Licensee including payment of charges incidental to such change.

(3) The agreement can be terminated by the consumer at any time by giving one month’s notice in writing to the Licensee expressing his/her intention to do so.

(4) The Licensee can terminate the agreement of a consumer at any time by giving one month’s notice if the consumer has violated the terms of the agreement or the terms and conditions of this Code or the provisions of any law relating to the agreement including the applicable Acts and Rules under the Act and other orders from time to time. [The Licensee shall inform the consumer regarding the grounds for such termination] It is obligatory on the part of the Licensee to inform the consumer regarding the grounds for such termination.

(5) In the case of termination of the agreement either by the consumer under sub – regulation (3) or by the licensee under sub – regulation (4), as the case may be, the licensee shall recover the dues if any due from the consumer after making such adjustment of the dues, due to him by the consumer as may be necessary to clear the dues from the consumer against the security deposit or additional security deposit or any other deposit made by the consumer and after making such adjustment, refund the balance deposit, if any, to the consumer within three months from the date of termination of the agreement.

34. EARNEST MONEY DEPOSIT:

(1) The applicants required to pay Earnest Money Deposit will be asked to pay Earnest Money Deposit along with registration fee for registration of application.

(2) This Earnest Money Deposit will be adjusted against the quantum of initial Security Deposit payable by the applicant before availing supply and balance amount if any shall be collected.

(3) In respect of High Tension applicant the Earnest Money Deposit payable will be equal to the quantum of initial Security Deposit.

(4) If the applicant backs out after registration and payment of E.M.D. but before payment of Development charges, Service Connection charges and Meter Caution Deposit, then the application shall be cancelled and E.M.D. forfeited.

(5) If the applicant backs out after payment of all charges and execution of agreement, the application shall be cancelled and agreement terminated forfeiting all amount remitted except meter caution deposit in the case of both High Tension and Low Tension.

(6) If the H.T. applicant who prefers to back out partially against the sanctioned demand before availing supply, then the above forfeiture rule may be applied proportionate to the demand backed out.

(7) The Earnest Money Deposit paid does not bear any interest until the date of service connection.

35. SECURITY DEPOSIT:

(1) All applicants for supply of electricity shall pay initial Security Deposit, before availing of the supply, in Cash Demand draft at the rate fixed by the Commission from time to time.

(2) The following categories of service connections may be exempted from payment of Security Deposit:

(i) Service connections in the name of the State Government Departments

(ii) Service connections to premises occupied by Foreign Diplomats or Consulate Establishments, irrespective of whether the service connection is in their name or not.

1Substituted as per Commission’s Notification No TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

It is obligatory on the part of the Licensee to inform the consumer regarding the grounds for such termination.

2Inserted as per Commission’s Notification No TNERC / DC / 8-7, dated 3-12-2007 (w.e.f. 19-12-2007)

3The word “cheque” omitted as per Commission’s Notification No.TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
(3) Applicants for supply of electricity for agricultural and hut service connections shall pay Security Deposit equivalent to seven months levy of lump sum charges / metered energy charges or the amount notified by the Commission from time to time.

(4) Interest will be paid by the Licensee on Security Deposit at the rate as may be fixed by the Commission from time to time. Full calendar months only will be taken into account for the purpose of calculating the interest and the interest will be calculated to the nearest rupee i.e. 50 paise or above will be rounded off to the next higher rupee and less than 50 paise will be ignored.

(5) If the consumer is prepared to take supply through pre payment meter such consumer is not required to pay security deposit.

36. ACCESS TO PREMISES, INSTALLATIONS AND EQUIPMENTS:

The access to premises, installations and equipments is subject to the provisions envisaged under sections 163 of the Act, which reads as:

“(1) A licensee or any person duly authorized by a licence may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, of any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of–

(a) inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the licensee; or

(b) ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or

(c) removing where a supply of electricity is no longer required, or where the licensee is authorized to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.

(2) A licensee or any person authorized as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than twenty-four hours notice in writing to the occupier, -

(a) enter any premises or land referred to in sub-section (1) for any of the purposes mentioned therein;

(b) enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires fittings, works and apparatus for the use of electricity belonging to the consumer.

(3) Where a consumer refuses to allow a licensee or any person authorized as aforesaid to enter his premises or land in pursuance of the provisions of sub-section (1) or, sub-section (2), when such licensee or person has so entered, refuses to allow him to perform any act which he is authorized by those sub-sections to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of twenty-four hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues, but for no longer.”

37. SHIFTING OF SERVICE CONNECTION:

1 (1) The cost of shifting a new service connection for which line is laid but service connection is yet to be effected shall be borne by the intending consumer. The intending consumer shall pay the above charges in advance in full. The copy of the estimate shall be given to the intending consumer. The shifting work will be taken up only after the payment is made. The estimate will cover the following:

(i) Materials dismantled in the old site and reusable shall be used in the new site as far as possible.

(ii) 10% of the present value of the dismantled and reusable materials towards charges for dismantling and charges for loading, unloading, transport to the new site/store.

(iii) Cost of the new materials required for the shifting work.

(iv) Add 5% of the cost of new materials towards loading, unloading and transport to new site.

(v) Add 10% of the present value of all the materials to be erected in the new site towards erection charges.

(vi) 5% of the present value of retrievable scrap materials towards transport charges.

(vii) Due credit shall be given to the consumer/applicant as below but however limited to the total estimated cost of new work:

(a) Book value/written down value subject to a minimum of 20% of the cost of retrievable and reusable materials but not used in the new site.

(b) Scrap value on the retrievable but not reusable materials at not less than 10% of its original value.

1 Substituted as per Commission’s Notification No.TNERC/DC/18-9 dated 01.07.2014,(w.e.f from 6.8.2014), which before substitution stood as under:
The cost of shifting a new service connection for which line is laid but service connection is yet to be effected shall be borne by the intending consumer. The intending consumer shall pay the above charges in advance in full. The shifting work will be

(2) After completion of the work, a revised estimate shall be prepared with a copy to the consumer based on the actual cost of materials, loading, unloading, transport and erection charges. If the original estimate cost is more than the revised estimate, the balance shall be refunded to the applicant/consumer within 3 months.

(3) With regard to shifting of existing service connection, the consumer shall pay all the arrears due to the Licensee, apart from the above shifting charges.

38. RESTRICTIONS ON USE OF ELECTRICITY:

The consumer shall curtail, stagger, restrict, regulate or altogether cease to use electricity when so directed by the Licensee, if the power position or any other emergency in the Licensee’s power system or as per the directives of SLDC/ SSLDC warrants such a course of action. The Licensee shall not be responsible for any loss or inconvenience caused to the consumer as a result of such curtailment, staggering, restriction, regulation or cessation of use of electricity. Notwithstanding anything contained in any agreement/ undertaking executed by a consumer with the Licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his/her maximum demand and/or energy consumption in the manner and for the period as may be specified in any order that may be made by the Licensee on the instructions of State Government or the Commission.

39. TEMPORARY SUPPLY:

Temporary supply of electricity to any premises shall be dealt with as below:-

(1) If the temporary supply as in the case of construction of building etc. is to be converted into permanent supply after completion of the construction, normal procedure to effect the supply to regular categories shall be followed and the consumer shall be charged under temporary supply tariff, i.e. permanent supply procedure shall be adopted with temporary supply tariff. An undertaking shall be obtained from the consumer to the effect that the consumer will accept to convert the supply to regular categories shall be followed and the consumer shall be charged under temporary supply tariff, i.e. permanent supply procedure shall be adopted with temporary supply tariff. An undertaking shall be obtained from the consumer to the effect that the consumer will accept to convert the temporary supply into appropriate permanent category after completion of the construction work in accordance with the regulations in force and to pay the charges if any arising out of such conversion. In such conversion, if conversion from lower voltage to higher voltage is involved, the existing lower voltage service connection shall be closed and new higher voltage service connection shall be provided in accordance with the regulations in force. In case of conversion or closing of existing service connection account involves dismantling of part or whole of existing service line or erection of part or whole of service line or improvement of part or whole of existing service line or combination of the above, due credit/debit shall be given to the consumer as below:

(i) Book value/written down value subject to a minimum of 20% of the cost of retrievable and reusable materials shall be credited.

(ii) Scrap value on the retrievable but not reusable materials shall be credited and this value shall be not less than 10% of its original value. No credit or debit shall be levied on the non-retrievable materials.

(iii) Dismantling, transport and overhead charges shall be chargeable to the consumer.

(iv) Cost of material, transport and erection charges for the part or whole of the new service line or improvement to the existing service line shall be chargeable to the consumer.

(2) In case of providing supply purely for the temporary purpose, the following procedure shall be followed:

(i) Cost of extension/improvement of lines for providing the supply shall be charged to the consumer.

(ii) Security deposit equivalent to three times of the tariff charges for the consumption as calculated below shall be collected and maintained throughout the temporary supply period:

Security Deposit = \[3 \times L \times LF \times H \times D \times T\]

taken up only after the payment is made. The estimate will cover the following: -

(a) Charges for dismantling at the old site.

(b) Charges for transport from the old site to the new site.

(c) Charges for re-erection at the new site.

(1)[Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under :

(d) Depreciation of retrievable old materials, if any, not re-used at the site.

(e) Cost of new materials, if required.

(f) Cost of irretrievable materials.

(g) Overhead charges.

1[(1)[Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

(d) Depreciation of retrievable old materials, if any, not re-used at the site.

(e) Cost of new materials, if required.

(f) Cost of irretrievable materials.

(2)[Substituted for the expression “fees” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

3[Substituted as per Commission’s Notification No. TNERC/DC/8-17, dated 06-9-2013 (w.e.f. 19-9-2013) which before
Temporary supply of electricity to any premises will be considered by the Licensee on special terms and conditions as below:—

(1) The Licensee shall extend temporary supply on application from intending consumer with required charges and on receipt of deposit.

(2) The deposit for temporary supply shall be calculated as below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Formula</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total value of materials to be used on the extension and Service connection</td>
<td>A</td>
</tr>
<tr>
<td>Less: Value of meters / meter board / cut out</td>
<td>B</td>
</tr>
<tr>
<td>Net value of materials to be recovered from the consumer</td>
<td>A – B</td>
</tr>
<tr>
<td>Add: Labour charges to be incurred</td>
<td>C</td>
</tr>
<tr>
<td>Add: Overhead 15% on A – B + C</td>
<td>D</td>
</tr>
<tr>
<td>Probable consumption charges</td>
<td></td>
</tr>
<tr>
<td>Advance current consumption (CC) charges</td>
<td>E</td>
</tr>
<tr>
<td>Total deposit to be obtained</td>
<td>F</td>
</tr>
<tr>
<td>(A – B + C + D + E)</td>
<td></td>
</tr>
</tbody>
</table>

(3) On completion of temporary supply works, the following charges shall be adjusted against the deposit.

1. 10% cost of the retrieved materials
2. 10% cost of meter devoluted
3. 100% cost of materials not retrieved
4. Original erection charges, dismantling charges and transport charges
5. Overhead at 15% on the total cost of materials plus labour charges (including cost of meter)

(4) The Licensee shall refund the balance deposit if any after the temporary supply period is over within a period to be specified by the Commission.

Where,

\[ L = \text{Connected Load in kW} \]
\[ \text{LF} = \text{Load Factor} = 0.5 \]
\[ H = \text{Number of hours of a day} = 24 \text{ Hours} \]

\[ D = \text{Number of days of billing cycle period as specified in regulation 8(1) of the Supply Code/proposed period of use whichever is less} \]

\[ T = \text{Tariff rate of Temporary supply as specified by the Commission from time to time} \]

(iii) The security deposit shall be reviewed during every billing cycle or proposed period of use and enough care shall be taken to maintain the security deposit at the average level of consumption subject to the minimum of the calculated level till the closing of the temporary supply account. At any time, if the security deposit is found to be less than the amount specified, the additional security deposit shall be collected along with the Current Consumption charges.

(iv) The temporary supply account shall be closed after the completion of temporary supply period and credit shall be refunded to the consumer as specified in sub-regulation (1) of this regulation. The Licensee shall refund the balance deposit, if any after the temporary supply period is over within a period specified by the Commission.]
40. ENERGY CONSERVATION:

Promoting efficient use of energy including energy audit towards this end and energy conservation by all the consumers and
the Licensee shall be mandatory as per the provisions contained in the Energy Conservation Act 2001 subject to the condition
that such stipulations are not inconsistent with the Electricity Act 2003.

41. SERVICE OF NOTICE:

All letters, bills and notices including those under statutory requirements will be sent by the Licensee to the consumer by
ordinary post or by messenger. Documents of notices so dispatched shall be presumed to have been duly received by the
consumer on the date on which he could be reasonably expected to receive the same. The Licensee may, if it chooses, adopt
any other mode of service of documents and notices to the consumer.

---

1 Substituted as per Commission’s Notification No.TNERC/DC/8-20, dated 11.9.2014, (w.e.f 15.10.2014) which before
substitution stood as under:

\[D = \text{Number of days of billing cycle period as specified in regulation 8(3) of the Supply Code/proposed period of use}
\ horizontally is less

2[^2]42. KNOWLEDGE OF ACTS, RULES, REGULATIONS, Orders, etc.: Subject to the provisions contained in the Note 1
to sub-regulation (13) of regulation 29, the consumer will be deemed to have full knowledge of the provisions of ‘applicable Acts,
Rules and all Regulations and Notifications’ made there under. The consumer shall act in due conformity with all the applicable
Acts, Rules and all Regulations and Notifications mentioned above.]
43. **INTERPRETATION:** These terms and conditions shall be read and construed as being subject in all respects to the provisions of the Act, Rules, and regulations in force and as amended from time to time.

**Chapter 7 : Recovery Charges**

44. The Licensees are entitled to collect the charges from a person requiring supply of electricity any expenses reasonably incurred in providing any electrical line or electrical plant used for the purpose of giving that supply. These charges have also to be reviewed either periodically or at times of an urgent need for a revision. The consumers are liable to pay such charges as applicable and at the rates specified by the Commission from time to time through separate orders/notifications. The various charges to be collected are furnished in the following clauses.

45. (1) Service Connection Charges: Regarding the recovery relating to service connection charges:
   
   (i) For connecting up an installation, the Licensee shall be entitled to charge the consumer the actual cost of materials upto meter board, labor, transport plus overhead charges.
   
   (ii) Extension, improvement or alteration to service lines to meet any additional demand will be charged on the same basis. In each case, the consumer will be furnished with an estimate of the cost of the work and this amount is payable in advance. On completion of the work, a bill for the actual amount payable will be forwarded to the consumer and any difference shall be paid by the consumer or will be refunded by the Licensee as the case may be.
   
   (iii) The estimate for service connection charges may also include the service connection charges for metering referred to in regulation 45(2). The licensee shall give due credit for the materials if any supplied by the consumers.

(2) Service connection charges for metering. The licensee is authorized to collect service connection charges for metering.

46. Meter Security Deposit: The Licensee is authorized to collect security for the price of meter from LT/HT consumers at the rates specified by the Commission from time to time and enter into an agreement for hiring of the meter. The Licensee may permit the consumer to install his/her own meter. However, it shall be calibrated by the Licensee.

Note:

1. The above rate shall also apply to L.T. Temporary Supply.

2. Interest is payable on the above deposit at the rate specified by the Commission from time to time. The deposit shall be refunded after termination of service agreement, as per rules.

If a consumer elects to purchase his own meter, he is not required

47. Development Charges: The Licensee is authorized to collect development charges from LT/HT consumers at the rates specified by the Commission from time to time.

Note:—

(1) The above development charges (one time payment) shall be collected from all applicants both for new and additional loads.

(2) For additional loads applied in the existing service the same rates are applicable.

(3) In case of conversions from Single Phase to Three phase the difference in the development charges shall be collected provided the initial development charges were paid while availing Single Phase Service.

(4) One fourth of the development charge shall be applied to temporary supplies.

---

1 Substituted for the expression “The Consumer will be deemed” as per Commission’s Notification No. TNERC /DC/8-4, dated 22-06-2006 (w.e.f. 16-8-2006)

2 Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

42. KNOWLEDGE OF FACTS, RULES, ORDERS, etc., : “Subject to the provisions contained in Note 1 to sub-regulation(13) of regulation 29, the consumer will be deemed to have full knowledge of the provisions of ‘applicable Acts, Rules and all regulations and notifications made there under. The consumer shall act in due conformity with all the applicable Acts, Rules and all regulations mentioned above and, if he does not so act, his/her supply may be discontinued without prejudice to any other action that may be taken by the Licensee.”

48. Earnest Money Deposit (EMD) : The Licensee is authorized to collect Earnest Money Deposit from all applicants for HT and LT industrial applicants at the rates specified by the Commission from time to time. This will be adjusted against the quantum of initial Security Deposit payable by the applicants before availing supply.

49. Security Deposit : The Licensee is authorized to collect initial security deposit at the rates specified by the Commission from time to time. Wherever Earned Money Deposit has been adjusted against the initial security deposit the balance if any will be collected from the applicants before giving supply.

50. Code to be read along with Supply Code, Electricity Act, 2003 and amendments etc.,
This Code shall be read along with the Supply Code, the Tamil Nadu Electricity Grid Code and other relevant provisions of the Act, along with amendments thereon, rules and regulations made thereunder.

Where any of the provisions of this Code is found to be inconsistent with those of the Act, rules or regulations made hereunder, notwithstanding such inconsistency, the remaining provisions of this Code shall remain operative.

Where any dispute arises as to the application or interpretation of any provision of this Code, it shall be referred to the Commission whose decision shall be final and binding on the parties concerned.

Wherever extracts of the Electricity Act, 2003 are reproduced, any changes/amendments to the original Act shall automatically be deemed to be effective under this Code also.

Chapter 8 : Code Review Panel

51. Appointment of Code Review Panel etc.,

(1) The Commission may appoint a Code Review Panel (hereafter in this Chapter referred to as “Panel”) consisting of—

(a) [A Chairperson at the level of Director of the Distribution Licensee.

(b) A Member Secretary, who shall be the Chief Engineer/Commercial of the Distribution Licensee.

(c) One Member from the SLDC who is not below the rank of Chief Engineer.

(d) Three representatives from the Distribution Licensee who are not below the rank of Chief Engineer and one representative from the Distribution Licensee who is not below the rank of Chief Financial Controller.

(e) One representative from LT domestic consumer sector, one from LT commercial sector, one from LT industry sector and one from LT agricultural consumer sector.

(f) One member representing the EHT/HT consumers.

(g) One member representing open access consumers.

(2) The Member Secretary shall arrange for the Panel meeting. The tenure of the members mentioned under clauses (e), (f) and (g) of sub-regulation (1) shall be three years. The members, on expiry of their term, are not eligible for re-nomination.

Substituted as per Commission’s Notification No. TNERC/DC/8-19, dated 01.07.2014, (w.e.f 06.8.2014) which before substitution stood as under:

(a) A Chairman who is a member of the Commission.

(b) A Member Secretary, who is not below the rank of Chief Engineer or an equivalent cadre from STU.

(c) One Member from the SLDC who is not below the rank of Chief Engineer.

(d) Three representatives from the distribution Licensee who are not below the rank of Chief Engineer.

(e) One Member from Rural Electricity Co-Operatives Societies if any.

(f) Two representatives from domestic consumer sector, one from LT industry sector and one from agricultural consumer sector.

(g) One Member representing the EHT/HT consumers.

(h) One member representing captive/non-conventional energy source.

(2) The panel may, from time to time, and in any case, at least once in three months and shall, when so required by the Commission, meet to consider changes or modifications to the Code as may be warranted. [The Member Secretary shall arrange for the panel meeting in consultation with the Chairman of the Code Review Panel. The tenure of the members mentioned under clauses (f), (g) and (h) of sub-regulation (1) shall be three years. The Commission shall have powers to re-nominate any member on expiry of his/her term.]

Substituted as per Commission’s Notification No. TNERC/DC/8-11, dated 29-06-2009 (w.e.f. 22-07-2009) which before substitution stood as under:

(a) A Chairman who is not below the rank of Chief Engineer or an equivalent cadre from STU.

(b) A Member Secretary, who is an officer not below the rank of Superintending Engineer or an equivalent cadre from STU.

(3) The functions of the panel are—

(a) to review the working of various provisions of this Code and the Supplies Code.

(b) to consider the suggestions received from Licensees, consumers and other interested persons;

(c) to consider and offer its views on any specific matter as may be referred to it by the Commission.

(4) Manner of reviewing the Code—

(i) Any licensee, consumer or other interested persons desiring any change in this Code shall send the proposal in writing to the Panel specifying the reasons for such change and setting out the attendant circumstances. For this purpose, the
licensee may hold meetings with the consumer or group of consumers if it is considered that the Code may require changes to meet the individual requirements of the consumer or group of consumers.

(ii) The Panel shall, upon receipt of such proposal or where the Commission has made a reference, forward the same to the STU for its consideration and written comments.

(iii) The Panel shall convene a meeting of its members to consider the comments of the STU, and if necessary at its discretion, invite and hear the person who made the suggestions for change and other interested persons and also the local authorities and telecommunication companies.

(iv) The Panel may, in considering the suggestion and the comments of the STU thereon, set up sub committees to study the related issues.

(v) The Panel after finalizing its views on the modifications to the Code, forward the same to the Commission:

Provided that the Panel may supplement its own procedure in addition to the procedure laid down herein for conducting its meetings and in carrying out its functions.

(5) The Commission may approve the changes with or without modification as it may deem fit and cause the publication of the same in such manner as may be necessary.

(c) One Member from the SLDC

(d) One representative from each of the distribution Licensees

2 Substituted as per Commission’s Notification No. TNERC/DC/8-14, dated 14-03-2011 (w.e.f. 30.03.2011) which before substitution stood as under:

(d) One representative from each of the distribution Licensees who is not below the rank of Chief Engineer

2 Inserted as per Commission’s Notification No. TNERC/DC/8-11, dated 29-06-2009 (w.e.f. 22-07-2009)}

1 Omitted as per Commission’s Notification No. TNERC / DC / 8-14 dated 14.03.2011 (w.e.f. 30.03.2011) which before omission stood as under:

the Tamil Nadu Electricity Grid Code
ANNEXURE I
LOAD DATA FOR DEMANDS OF 1 MW AND ABOVE

1. Type of Load
2. Minimum Demand (KVA)
3. Year/Years by which full/part supply is required
4. Load location details
5. Rated Voltage and Frequency
6. Expected load curve
7. Withstand level of equipments/devices for the fluctuations, surges, swells, flickers and spikes
8. Characteristics of the loads
    (State whether the loads are steel melting furnace
     Arc/induction furnace and rolling mills, traction,
     containing welding sets in large numbers, software park etc.)
     (Furnish location map to scale, indicate details of nearest consumer and category/capacity)
     i. Motors (with a specific focus on variable speed motors; soft start motors; fans; Blowers etc.)
        (State purpose and number of installations, voltage and KW rating, starting current, type of Motors, types of drives
        and control arrangements.)
     ii. Heating (Type and KW rating)
     iii. Furnace (Type, Furnace Transformer Capacity and voltage ratio)
     iv. Computer, Inverters, UPS and other switched mode supply unit
     v. Electrolysis (Purpose, KVA capacity)
     vi. Lighting (Types of lighting used) (Low loss energy conservation lamps, fluorescent Lamps, M.V Lamps, Sodium
         Vapour lamps) demand in kVA
     vii. P.F improvement capacitors/Capacitor Banks (Nos, Capacity in MVAR)
     viii. Air conditioning/Chilling plant
     ix. Electronic Regulator for fan
     x. Phase unbalance imposed on system
        (a) Maximum (%)
        (b) Average (%)
9. Maximum harmonic content imposed on the supply system on the end consumer level in percentage of fundamental
    voltage/current.
10. Details of any loads, which may cause demand fluctuations of greater than 10 MW at the point of connection, including
    Voltage Dips (percentage) lasting for 5 seconds and more
    MVAR/KV
    MW/Hz
    MVAR/Hz
    (Furnish details of devices included in system for the suppression of harmonics i.e. the details of harmonic filter in use.)
11. Details of Captive Power Plants:
ANNEXURE II
SYSTEM DATA TO BE PROVIDED TO THE INTENDING CONSUMER WITH A CONTRACTED DEMAND OF 1 MW OR MORE

[Refer clause 6(3)]

1. A topographical map indicating the area of the licensee’s supply network in the State of Tamil Nadu.

2. Single line diagram of distribution system (OH lines/UG cables - length and conductor sizes) Primary and secondary substation capacity in KVA, capacitor bank sizes, fault level etc. to be indicated. (restricted area of concern for the prospective consumers)

3. Protective relaying and metering arrangements at substations.

4. Details of the substation and its main equipments (Transmission/Sub Transmission) along with a single line diagram of the SS.

Furnish the details of Auto/Power Transformer

<table>
<thead>
<tr>
<th>Capacities</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity in MVA</td>
<td>Primary KV</td>
</tr>
<tr>
<td>Voltage rating</td>
<td>Secondary KV</td>
</tr>
<tr>
<td>Current rating</td>
<td>Primary Amps</td>
</tr>
<tr>
<td>Tap changing</td>
<td>Secondary Amps</td>
</tr>
<tr>
<td>Range</td>
<td>off load/on load</td>
</tr>
<tr>
<td>Percentage impedance</td>
<td>...... % to +......%</td>
</tr>
<tr>
<td>Vector group</td>
<td>......</td>
</tr>
<tr>
<td>Impulse level (BIL)</td>
<td>...... KVP</td>
</tr>
<tr>
<td>Fault level of the system</td>
<td>...... MVA</td>
</tr>
<tr>
<td>Earthing system</td>
<td>solidly earthed or not</td>
</tr>
<tr>
<td>Power frequency voltage withstand</td>
<td>...... KV for one minute</td>
</tr>
<tr>
<td>Circuit breakers</td>
<td>Type: Vacuum/SF6/Oil (OMCB, OCB)</td>
</tr>
<tr>
<td></td>
<td>Current rating</td>
</tr>
<tr>
<td></td>
<td>Voltage rating</td>
</tr>
<tr>
<td></td>
<td>Rupturing capacity in (KA)</td>
</tr>
<tr>
<td></td>
<td>Symmetrical</td>
</tr>
<tr>
<td></td>
<td>Asymmetrical</td>
</tr>
<tr>
<td></td>
<td>Impulse withstand level ... KVP</td>
</tr>
<tr>
<td></td>
<td>Operating mechanism</td>
</tr>
<tr>
<td></td>
<td>(Gapless) – MCOV</td>
</tr>
<tr>
<td>Surge arrester</td>
<td>Surge current rating</td>
</tr>
<tr>
<td></td>
<td>(Gapped) - rated voltage</td>
</tr>
</tbody>
</table>

Provision of spiked Mats for the Power/ Auto Transformer

<table>
<thead>
<tr>
<th>Types</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision of spiked Mats for the Power/ Auto Transformer</td>
<td>Ground wire for the station</td>
</tr>
<tr>
<td>Line entrance Arrester</td>
<td>Earth mat</td>
</tr>
<tr>
<td>Current Transformer</td>
<td>Type</td>
</tr>
<tr>
<td>Rated voltage</td>
<td>Current ratio</td>
</tr>
<tr>
<td>Potential Transformer</td>
<td>Type</td>
</tr>
<tr>
<td>Rated voltage</td>
<td>Burden</td>
</tr>
<tr>
<td>Capacitor Bank</td>
<td>MVAR/Bank</td>
</tr>
<tr>
<td>Voltage rating</td>
<td>...KV</td>
</tr>
<tr>
<td>Current rating</td>
<td>... Amp</td>
</tr>
<tr>
<td>Fire fighting equipment</td>
<td>Type – Nos.</td>
</tr>
</tbody>
</table>

(Details)
| FORM 1 | Application Form for L.T. Service Connection (except agriculture and hut) |
| FORM 2 | Application Form for Agriculture Service Connection |
| FORM 3 | Application Form for Hut Service Connection |
| FORM 4 | Application Form for H.T. Service Connections (including additional demand) |
| FORM 5 | Owner Consent Letter for getting New Supply |
| FORM 6 | Indemnity Bond from the Occupier when there is no Consent letter from owner |
| FORM 7 | L.T. Agreement for Industrial / Agricultural Services |
| FORM 8 | H.T. Agreement Form |
FORM-1
Application Form for L.T. Service connection (except Agriculture and Hut)
FORM OF REQUISITION FOR SUPPLY OF LOW TENSION ENERGY (SINGLE PHASE / THREE PHASE)
[Refer regulation 27(3)]

To
The Designated Engineer
(Address of the Licensee)

Sir,

1. I hereby request you to supply electrical energy to the premises hereinafter described.

(Note: This undertaking does not preclude a separate written contract being entered into, if so desired by the Licensee or the consumer.)

2. I agree to pay for said energy, service connection charges, the deposit of such security, meter rent, as may be demanded in accordance with the scale of rates prescribed under Tamil Nadu Electricity Distribution Code, Supply Code, notifications and orders issued in this regard by Tamil Nadu Electricity Regulatory Commission.

3. I wish to be charged under Tariff ............. under schedule of the TNERC tariff order dated............

4. I agree to take supply for ................. years and utilize the energy in the premises described hereunder or outside the premises for my bonafide use.

5. In case I sell or otherwise dispose of the property / vacate the premises while the supply is continued, I agree to give one Calendar month notice in writing and pay all the arrears to the Licensee. Failing such notice, I hold myself responsible for energy consumed in the premises till such notice is given to the Licensee.

6. Description of the premises
Door No. and / or name of the house or premises
Street
Town / village and Taluk
Owned by (Name in Block letters)
Tenanted by (Name in block letters)
Applicant’s address for correspondence:
The following are my requirements

7. The following are my requirements

<table>
<thead>
<tr>
<th>(A) Lighting</th>
<th>Number of Points</th>
<th>Wattage of Points</th>
<th>Total wattage</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Lights</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(ii) Fans</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(iii) Convenient wall plugs</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(B) Domestic electrical apparatus:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Cookers</td>
</tr>
<tr>
<td>(ii) Water heaters</td>
</tr>
<tr>
<td>(iii) Refrigerator</td>
</tr>
<tr>
<td>(iv) Air Conditioners</td>
</tr>
<tr>
<td>(v) Other purpose</td>
</tr>
<tr>
<td>(vi) Convenient wall plugs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(C) Power Loads</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Domestic</td>
</tr>
<tr>
<td>(ii) Industrial</td>
</tr>
<tr>
<td>(iii) Welding</td>
</tr>
<tr>
<td>(iv) Other purposes</td>
</tr>
<tr>
<td>(v) Convenient Wall Plugs Demand</td>
</tr>
</tbody>
</table>
applied for in KW

The wiring has been completed on: ________________________________

Signature of the Applicant

Place: ________________________________

Date: ________________________________

Note: The application shall be accompanied with the following documents:

(i) Certified copy of proof of ownership such as sale deed/ partition deed/gift settlement /allotment letter/computer patta / ownership certificate issued by revenue department officials /court judgment or recent property tax receipt.

(ii) In the case of joint property, certified copies of proof of ownership such as legal heir certificate along with parent documents specified in note(i) above and consent letters from co-owners. If consent letter is not produced, an indemnity bond with enhanced security deposit.

(iii) If the applicant is not the owner, consent letter from owner in FORM NO.5 or valid proof of occupancy, and indemnity bond in FORM NO.6.

FOR LICENSEE’S USE ONLY

Application registered as No. ________________________________ dated ________________________________

Note.1. In case of transfer of the service, fresh application should be signed by the transferee (or a letter signed by both the transferor and transferee, agreeing to the above conditions for transfer should be obtained).

2. Additions or omissions to the connected load to be notified to the Licensee before effecting the electricity connections.

PRECAUTION TO BE ADOPTED BY CONSUMERS, OWNERS, ELECTRICAL CONTRACTORS, ELECTRICAL WORKMEN, AND OTHER SUPPLIERS OF ENERGY

No electrical installation work, including additions, alterations, repairs and adjustments to existing installations except such replacement of lamps, fans, fuses, switches and other component parts of the installations as in no way alter its capacity or character shall be carried out upon the premises or on behalf of any consumer or owner for the purpose of the supply of energy to such consumer or owner, except by an authorized person specified by the Authority.

1 Substituted as per Commission’s Notification No.TNERC/DC/8-21,dated 7.10.2014 which before substitution stood as under:
FORM I
Application Form for L.T. Service connection (except Agriculture and Hut)
FORM OF REQUISITION FOR SUPPLY OF LOW TENSION ENERGY (SINGLE PHASE / THREE PHASE) [Refer clause 27(3)]

To
The Designated Engineer
(Address of the Licensee)

Sir,

1. I hereby require you to supply electrical energy to the premises hereinafter described.
(Note this undertaking does not preclude a separate written contract being entered into, if so desired by the Licensee or the consumer.)

8. I agree to pay for said energy, service connection and other dues including the deposit of such security, meter rent, as may be demanded in accordance with the scale of rates prescribed under Tamil Nadu Electricity Distribution Code, Supply Code, notifications and orders issued in this regard by Tamil Nadu Electricity Regulatory Commission.

9. I wish to be charged under Tariff ............. under schedule of the TNERC tariff order dated.

10. I agree to take supply for .............. years and utilize the energy in the premises described hereunder or outside the premises for my bonafide use.

11. In case I sell or otherwise dispose of the property / vacate the premises while the supply is continued, I agree to give one Calendar month notice in writing and pay all the arrears to the Licensee. Failing such notice, I hold myself responsible for energy consumed in the premises till such notice is given to the Licensee.

12. Description of the premises

Door No. and / or name of the house or premises
Street
Town / village and Taluk
Owned by (Name in Block letters)
Tenanted by (Name in block letters)
Applicant’s correspondence address

7. The following are my requirements

(A) Lighting

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<tr>
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<th>Total Wattage</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Lights</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(ii) Fans</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(iii) Convenient wall plugs</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

(B) Domestic electrical apparatus:

<table>
<thead>
<tr>
<th>Number of Point’s</th>
<th>Wattage of Point’s</th>
<th>Total Wattage</th>
</tr>
</thead>
<tbody>
<tr>
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<td>-</td>
</tr>
<tr>
<td>(iv) Air Conditioners</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td>(v) Other purpose</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(vi) Convenience wall plugs</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

(C) Power Loads

<table>
<thead>
<tr>
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<th>Wattage of Point’s</th>
<th>Total Wattage</th>
</tr>
</thead>
<tbody>
<tr>
<td>(vi) Domestic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(vii) Industrial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(viii) Welding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ix) Other purposes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(x) Convenient Wall Plugs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Demand applied for in KW

The wiring has been completed on:  

Signature of the Consumer

Place

Date

Note: The application shall be accompanied with the following documents:

(i) Proof of ownership (sale deed or property / water / sewerage tax receipt)
(ii) Consent letter from owner wherever applicable

FOR LICENSEE’S USE ONLY

Application registered as No.  dated

Note 1. In case of transfer of the service, fresh application should be signed by the transferee (or a letter signed by both the transferor and transferee, agreeing to the above conditions for transfer should be obtained).

2. Additions or omissions to the connected load to be notified to the Licensee before effecting the electricity connections.

PRECAUTION TO BE ADOPTED BY CONSUMER S, OWNERS, ELECTRICAL CONTRACTORS, ELECTRICAL WORKMEN, AND OTHER SUPPLIERS OF ENERGY

No electrical installation work, including additions, alterations, repairs and adjustments to existing installations except such replacement of lamps, fans, fuses, switches and other component parts of the installations as in no way alter its capacity or character shall be carried out upon the premises or on behalf of any consumer or owner for the purpose of the supply of energy to such consumer or owner, except by an authorized person specified by the Authority.)
FORM-2
Application Form for Agriculture Service connection [refer clause 27(2)]

APPLICATION FOR SUPPLY OF POWER TO AGRICULTURAL PUMP SETS

(Note: The application should be signed by the owner of the well, if there are partners, all must sign or consent to be given by co-owners)

To

The Designated Engineer,
(Address of the Licensee’s Distribution Centre)
1. Name of owner of the well or partners
2. Full residential address of the owner or partners
3. S.F. No. in which the well is situated
4. Revenue village name, Taluk and District
5. Area and type of land to be irrigated by this well (Wet / Dry)
6. Horse Power of motor pump sets proposed to be installed.
7. Type of pump set (Centrifugal/ Submersible/ Air compressor)
8. Consent to abide by R&C of Licensee with regard to duration of supply

It is certified, I am the sole owner of the well / this application is signed by all partners

Place :
Date :
Signature of Applicant/ Partners

Note : The document such as FMB map showing the location of the well, patta, chitta, adangal etc., shall be enclosed with the application.

Date of receipt in the Office of the Engineer,

Certified that the open well/bore well and lands measuring............................................acres and..................cents in
S.F.No..............Village...........................................of..................................................Taluk is Exclusively owned by
Thiru...........................................s/o..................................................of ............................................Village.

Jointly owned by
List of owners (1)...........................................s/o...........................................
(2) ...........................................s/o...........................................
(3) ...........................................s/o...........................................

Certified that Thiru...........................................s/o...........................................
is small / big farmer(s)

Village Administrative Officer.
APPLICATION FOR HUT SERVICE

[Refer regulation 27(3)]
(Form of requisition for supply of Low Tension Energy to huts in Panchayats)

To

The Engineer of the Licensee

Sir,

1. I hereby request you to supply electrical energy to my hut described below:

2. I agree to pay for energy, service connection meter rent and other charges including security deposit as demanded in accordance with the regulations prescribed by Tamil Nadu Electricity Regulatory Commission.

3. I wish to be charged under Tariff ……….. under schedule of the TNERC tariff order dated…….. .

4. I agree to receive supply only for ……….W load and utilize the energy for my hut described hereunder and I agree that the authorities may disconnect the service connection in case I utilise the energy above the said load.

5. In case I sell or otherwise dispose of the hut, I agree to give one Calendar month notice in writing and pay all the arrears to the Licensee.

6. Description of the premises

(a) Name of the applicant
(b) Father’s Name
(c) Adi Dravidar / Other Castes
(d) Survey No. / identification of hut
(e) Area of hut
(f) Whether the hut constructed with clay soil / thatched roof
(g) Village and Taluk
(h) Tenanted by (Name in block letters)
(i) Applicant’s correspondence address

Place: 

Signature / left hand thumb impression of the Applicant

Date :

Note: The applicant shall produce documents as specified in item (i)&(ii) of ‘Note’ to FORM-1 of this Distribution Code, when the applicant is the owner of the premises, and produce documents in item (iii) when the applicant is not the owner of the premises. In the case of poromboke land, effecting of service connection will be governed by sub-regulation (12) in regulation 27 of this Code.
FORM 4

Application for H.T. Service connections (Including addl. Demand).

FORM OF APPLICATION OF NEW SUPPLY OR ADDITIONS TO CONNECTED LOAD AND HAVE MAXIMUM DEMAND EXCEEDING 63 KVA. [Refer regulation 27(3)]

To

The Designated Engineer
(Address of the Licensee)

1. Name of consumer and registered address :

2. Address of consumer’s premises at which supply is required :

3. Nature of service :

4. Voltage rating at which H.T. supply is required :

5. Data on consumers load :

<table>
<thead>
<tr>
<th>Description</th>
<th>Notified connected load in H.P.</th>
<th>M.D. in KVA</th>
</tr>
</thead>
<tbody>
<tr>
<td>As on date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Subsequent additional sanction

Estimated requirement now applied

Total

Brief details of industry to be served

No. of shifts

Probable date of load maturing

Remark, if any, regarding essentiality of supply

Signature of the Applicant
Name (in capital letter)

Date
Office Seal.
Note: The application shall be accompanied by the following documents:

1. When the applicant is the owner of the premises:
   - Certified copy of proof of ownership such as sale deed/partition deed/gift settlement executed in favour of the applicant/certified copy of court judgment
   - Recent Property Tax receipt for the premises in the name of the applicant.

2. When the applicant is not the owner of the premises:
   - Consent letter from the owner of the premises
   - Valid proof of occupancy along with the following,
     a. Indemnity Bond in FORM 6
     b. Letter of acceptance to pay enhanced security deposit

3. Partnership deed: in case the applicant is a partnership firm or Memorandum / Articles of Association in case of companies registered under Companies Act.

4. Letter / Resolution authorizing the signatory

5. Site Plan

6. Data to be furnished by Licensee

<table>
<thead>
<tr>
<th>Estimated increase in M.D. of the undertaking, if any, the application is recommended</th>
<th>Capacity of existing services, if any</th>
<th>Nature of supply DC/AC voltage or low voltage, etc.,</th>
<th>Brief list of materials required, i.e. cable transformer switchgear, etc.,</th>
<th>Approximate cost of giving service</th>
<th>Any other remarks affecting the supply undertaking with particular ref. to plant site location of consumer installation</th>
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<table>
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<tr>
<th>Materials in stock</th>
<th>Materials to be ordered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

13. Information regarding priority whether there is any prior H.T. applications in the connected area awaiting supply of power

Note: For the purpose of priority, the area served by the sub-station feeder will be taken into account.

Signature of Licensee’s Engineer. "]

2 Substituted as per Commission’s Notification No.TNERC/DC/8-21, dated 7.10.2014 (w.e.f 3.12.2014) which before substitution stood as under:
APPLICATION FOR HUT SERVICE

(Form of requisition for supply of Low Tension Energy 40 Watts to huts in Panchayats)

To

The Engineer of the Licensee

Sir,

6. I hereby request you to supply electrical energy to my hut described below:

7. I agree to pay for energy, service connection meter rent and other charges including security deposit as demanded in accordance with the regulations prescribed by Tamil Nadu Electricity Regulatory Commission.

8. I wish to be charged under Tariff ............ under schedule of the TNERC tariff order dated.

9. I agree to receive supply only for 40 W lamp and utilize the energy for my hut described hereunder and I agree that the authorities may disconnect the service connection in case I utilise the energy above 40 W.

10. In case I sell or otherwise dispose of the hut, I agree to give one Calendar month notice in writing and pay all the arrears to the Licensee.

11. I will make arrangements to make the single point wiring for lighting in my hut in accordance with the Code provisions and the safety rules prescribed by the Authority. I request the Licensee to provide single point wiring for lighting in my hut and the necessary payment will be made by me.

12. Self Declaration

The service connection applied for the hut is owned by me and

(a) it is built in my patta land (Land Tax Receipt is enclosed)
(b) it is built in the private land and No Objection Certificate obtained from the landowner is enclosed.
(c) it is built in the poromboke land and No Objection Certificate obtained from the Officer (not below the rank of Deputy Tahsildar) is enclosed.

(d) It is built in the poromboke land and I furnish the following undertaking,—

(1) I am aware that I am liable to be evicted and for supply disconnection at any time if the lands are required by the Government and / or any dispute arises at a later date and that electricity supply given in this regard will not confer any claim on ownership of the land.

(2) I am aware that the above undertaking shall not confer permanent and full right to the ownership of the land.

(Delete clause not applicable)]

8. Description of the premises

(a) Name of the applicant
(b) Father’s Name
(c) Adi Dravidar / Other Castes
(d) Survey No. / identification of hut
(e) Area of hut
(f) Whether the hut constructed with clay soil / thatched roof
(g) Village and Taluk
(h) Tenanted by (Name in block letters)
(i) Applicant’s correspondence address

Signature of the Consumer/ left thumb impression

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1Inserted as per Commission’s Notification No. TNERC/DC/8-3, dated 31/05/2006 (w.e.f. 21.6.2006)
FORM-4
Application for H.T. Service connections (Including addl. Demand).

FORM OF APPLICATION OF NEW SUPPLY OR ADDITIONS TO CONNECTED LOAD AND HAVE
MAXIMUM DEMAND EXCEEDING 63 KVA. [Refer clause 27(3)]

1. Name of Electricity supply Licensee and registered address:

2. Name of consumer and registered address:

3. Address of consumer’s premises at which supply is required:

4. Nature of service:

5. Voltage rating at which H.T. supply is required:

6. Data on consumers load:

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<th>Description</th>
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<td>Probable date of load maturing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remark, if any, regarding essentiality of supply</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Consumer
Name (in capital letter)

Date
Office Seal.
[Note : The application shall be accompanied by the following documents:—

(1) (a) When the applicant is the owner of the premises:
Certified copy of the sale deed for the premises executed in his favour
(or)
Property Tax receipt for the premises in the name of the applicant.

(b) When the applicant is not the owner of the premises:
Consent letter from the owner of the premises
(or)
Proof of legal occupation (including lease deed) along with the following:
(a) Indemnity Bond in Form 6
(b) Letter of acceptance to pay security deposit at twice the normal rate.

(5) Partnership deed: in case the applicant is a partnership firm or Memorandum / Articles of Association in case of companies registered under Companies Act.

(6) Letter / Resolution authorizing the signatory

(7) Site Plan]

7. Data to be furnished by Licensee

<table>
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<th>Estimated increase in M.D. of the undertaking, if any, the application is recommended</th>
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<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
</table>

8. Information regarding priority whether there is any prior H.T. applications in the connected area awaiting supply of power

Note: For the purpose of priority, the area served by the sub-station feeder will be taken into account.

Signature of Licensee’s Engineer.

1 Substituted as per Commission’s Notification No. TNERC/DC/8-5, dated 20-07-2006 (w.e.f. 16-8-2006) which before substitution stood as under:

Note: (1) The application shall be accompanied by the following documents:

* Proof of ownership of the premises (or) Registered lease deed
* Partnership deed, in case the applicant is a partnership firm
* Memorandum / Articles of Association in case of companies registered under Companies Act
* Letter / Resolution authorizing the signatory
* Site Plan)
FORM-5
Owner Consent Letter for getting New Supply.
[Refer clause 27(4)]

To

The Designated Engineer
(Address of the Licensee)

OWNER’S CONSENT LETTER

I ———————————————————————————————————have———————————————————

being the legal owner——of the premises No.—————————————————hereby agree as follows:—

I consent to the installation by you at the above mentioned premises tenanted by Thiru / Thirumathy ————————————

of electric service cables, meters, wiring, fittings and other equipments for
the supply of electricity (hereinafter called "The Installation") under the terms of an agreement between you and the tenant of the
above said premises.

In the event of the above said tenant vacating the aforesaid premises, I shall give you due notice fifteen days advance to
enable you to arrange for the termination of your contract with the aforesaid tenant failing which I shall be responsible for any
loss that may accrue on that account.

Signed by the said ——————————————————

In the presence of ——————————————————

Witness Name ———————————————————

Address ———————————————————
FORM-6
(To be obtained in a stamped paper).
(Refer clause 27(4)

Indemnity Bond from the occupier when there is no consent letter from owner.

Indemnity Bond to be furnished by an intending consumer who is not the owner of the premises and applies without the consent of the owner

DEED OF INDEMNITY

THIS DEED OF INDEMNITY EXECUTED ON THIS, THE ................ DAY OF .........TWO THOUSAND .....................by Thiru./ Tmty. ................................................ S/o. D/o. W/o. .......................................... residing at ........................................... having office / workshop at ........................................... hereinafter called the indemnifier (which terms shall mean and include executors, administrators, heirs, successors and assigns) to and in favour of the (name of Licensee and address), a body corporate, hereinafter called the Licensee (which terms shall mean and include its successors in office and assigns).

WHEREAS the consumer has taken on lease the premises in Door No.............for the purpose of .............from Thiru./ Tmty. ............................... S/o. D/o. W/o. ..............residing at ................................. who is the owner of the above said premises.

AND WHEREAS the consumer has approached the said owner of the premises to give his /her consent in writing to avail of a service connection in his/her name for the purpose of his / her business.

AND WHEREAS the said owner is not available/has refused to give his/her consent in writing for the purpose.

AND WHEREAS the indemnifier has requested the Licensee to give a service connection in his/her name subject to execution of an indemnity bond by him/her indemnifying the Licensee against any damage or loss caused to the Licensee in respect of the service connection in his/her name.

AND WHEREAS in consideration of the acceptance of the above for a service connection in his/her name, the indemnifier hereby agrees to indemnify the Licensee against all proceedings, claims, demands, costs, damages, expenses which the Licensee may incur by reason of a fresh service connection given to the indemnifier without the consent of the owner of the premises. The indemnifier further undertakes to make good any sum that may be found to be and become payable to the Licensee with regard to all liabilities and claims personally as well as by means of both movable and immovable properties. The indemnifier agrees that the enhanced Security Deposit paid by him shall be adjusted against the arrears of current consumption charges but also against any claim that may arise in the event of termination of the agreement prior to the expiry of the contracted period. The indemnifier further undertakes that the Licensee shall be at liberty to disconnect the service connection given to him/her , and also for loading the dues remaining unpaid by him/her to other service connection (s) that may stand in his/her name.

NOW THE CONDITION OF THE above written bond is such that if the indemnifier shall duly and faithfully observe and perform the above said conditions, then the above written bond shall be void, otherwise the same shall remain in full force.

IN WITNESS WHEREOF Thiru/ Tmty. .................................the indemnifier has signed this deed on the day month and year herein before first mentioned.

SIGNED AND DELIVERED BY

In the presence of Witness
(Name and Address)-

1.

2.
FORM OF AGREEMENT TO BE TAKEN FROM CONSUMERS FOR SUPPLY OF LOW TENSION ELECTRICAL ENERGY
AND MISCELLANEOUS CHARGES CONNECTED THEREWITH

Agreement made this .............................................day of ......................................Two thousand and

............................................................... between the (Name of the Licensee) a body corporate for distr

ibution of electricity in the area (Hereinafter referred to as the Licensee which expression shall include its representatives) of
the one part,

and...................................................................................... (Hereinafter referred to as “the Consumer” which expression shall
include his/her heirs, executors, administrators and Legal Representatives and permitted assigns) of the other part, whereby it is
agreed as follows-

1 CONDITIONS OF SUPPLY
The Licensee shall furnish to the Consumer and the Consumer shall accept at the premises mentioned in the Schedule
hereto on and from the date on which the said premises shall be connected with the Licensee’s distributing main a constant
supply of electrical energy for the purpose and up to the maximum specified and under the conditions laid down in the
Distribution and Supply Code. But the Licensee or its employees, servants or agents will not be responsible for any interruption
or diminution of the supply due to lockouts, strikes of the employees of the Licensee, breakdown of machinery or plant, flood or
other force majeure or any other cause beyond the control of the Licensee.

The conditions if any imposed by the licensee based on the directions of the Commission shall bind the consumer.

The Consumers shall commence to take supply within a month from the date of receipt of intimation from the officers of
the Licensee that supply is available unless the consumer, in the opinion of the Engineer, is unable to do so for causes
reasonably beyond control. Where the supply is not availed of within one month from the date of intimation
as aforementioned, the sanction for the load shall lapse and this agreement also shall stand cancelled.

2 [***]
The consumer shall permit the Licensee free of cost to erect the posts, transmission line, structures and other apparatus
necessary for the supply of electrical energy under this agreement over the land belonging to the Consumer and the Consumer
shall have no claim whatsoever on account of any damage to his/her property by reason of such erection of, or any other work
on the posts transmission lines, structures and other apparatus.

The Consumer agrees to take supply under any conditions of restrictions of load and time that may be fixed by the
Licensee from time to time and to pay the minimum under this agreement in full notwithstanding such restrictions.

Supply is liable to be restricted, staggered or cut off altogether, as the case may be, if the power position or
any other emergency warrants such a course of action.

The Licensee reserves the right to periodical shut down as and when required for purposes of routine maintenance
after giving reasonable notice to the Consumer.

2. PAYMENT FOR SERVICE LINES ETC.,
The consumer shall pay to the Licensee on demand the cost of any service lines in respect of which requisition
has been made.
3. METERS

The supply shall be measured and registered by a meter or meters in or upon the said premises to be provided, fixed and kept in proper order by the Licensee and such meter or meters shall remain the property of the Licensee. The consumer shall pay to the Licensee for each meter on hire the monthly rent as specified by the Commission from time to time. 1

1 Substituted as per Commission’s Notification No. TN 8.2.2008 dated 27.2.2008 (w.e.f. 27.2.2008) which before substitution stood as under:

In the event of any meter ceasing to register or being found defective, the consumption during the period of such cessation or the existence of such defect shall be based on the average consumption of the preceding or succeeding four months, as the case may be as stipulated in the supply code.] No meter rent shall be collected from the consumer who opts for providing his/her own meter.

4. READING OF METERS

Readings of the meter or meters will be taken by the employees of the Licensee once in each month or at such other intervals or times, as it shall think expedient and such meter readers shall have access to the Consumer’s premises at all reasonable times, for the purpose of taking such readings. 2

2 Omitted as per Commission’s Notification No.TNERC/DC/8-19,dt.01.7.2014,(w.e.f 06.8.2014), which before omission stood as under:

The reading of each meter shall be entered by such reader in the consumer meter card to be attached to such meter, which shall be open to the inspection of the Consumer. Payment for energy supplied shall be made by the consumer according to the reading referred to above of each meter and the charges recorded in the card by the Licensee.

The Licensee shall be entitled to discontinuе supply if the consumer fails to give the employees of the Licensee reasonable facilities to enter the premises for the inspection, testing or removal of its supply lines meters, fitting works and apparatus and the Licensee has given in writing 24 hours notice of its intention so to discontinue.

5. FAULTS IN METERS

If the consumer shall at any time consider that any such meter is not in proper order and does not correctly register the quantity of the supply, the Engineer will on request of a representation in writing in that behalf from the consumer take necessary steps to have the same tested. If upon such test, it be found that the meter registers the supply within the limits of error as per applicable rules etc., the Consumer shall pay to the Licensee on demand all costs of and incidental to such test. If, however, upon such test it shall be found that the meter registers the supply in excess of the limits of error, all costs of and incidental to such test shall be borne by the Licensee. If, however, the mean error be found to be more than that specified above, the Engineer will deduct from or add to the account for the preceding period of four months an amount equivalent to the error.

6. TARIFF AND PAYMENT

For all Electrical energy so supplied, the Consumer shall pay to the Licensee at the tariff/minimum rates that may be decided by the Commission from time to time.

7. CONSEQUENCES OF NON-PAYMENT

If the amount of such bill remains unpaid on the expiry of the due date the Licensee may give the consumers a surcharge of one and half per cent per month.

If the consumer fails to pay the amount of such bill due under this agreement within the notice period for payment as per the supply code, he shall in addition and without prejudice to the other rights and remedies of the Licensee, pay a surcharge of one and half per cent per month. Such disconnection of the supply of electrical energy shall not relieve the Consumer of his/her liability to pay the minimum charge and the guaranteed revenue provided for herein, nor shall it affect any right, claim demand or power which may have accrued to the Licensee hereunder.

1 Substituted as per Commission’s Notification No. TN 8.2.2008, dated 8-2-2008 (w.e.f 27-2-2008) which before substitution stood as under: The reading of each meter shall be entered by such reader in the consumer meter card to be attached to such meter, which shall be open to the inspection of the Consumer.

2 Substituted as per Commission’s Notification No. TN 8.2-2008, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:
6. TARIFF AND PAYMENT

For all Electrical energy so supplied, the Consumer shall pay to the Licensee at the rates given below and in accordance with the terms contained, in this agreement, provided that the minimum rates at least specified herein shall be paid irrespective of whether energy to that extent has been consumed or not.

NOTE:

The above tariff and the minimum are subject to any revision and or levy of surcharge that may be decided by the Commission from time to time.

2 Substituted for the expression “Fifteen Notice” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

8. SECURITY DEPOSIT

The consumer [***] on being thereunto required in writing by the [2][Licensee shall] deposit with the designated Officer of the Licensee the sum of Rs..................(Rupees.................................................................) as security for the purpose next herein after mentioned and shall on a similar requisition from the Designated Officer from time to time renew or replenish such security in the event of the same becoming exhausted or insufficient. Interest shall be paid on deposits at the [3][rates] notified by the Commission from time to time. Full calendar months shall be taken for the purpose of calculating interest, which shall be calculated to the nearest rupee. The interest accruing to the credit of, the Consumer shall be adjusted as provided for in the supply code. The designated Officer, shall be at liberty at any time and from time to time to appropriate and [4][adjust] the Security so deposited as aforesaid in or towards payment or satisfaction of all or any money which shall become due or owing by the Consumer to the Licensee in respect of the supply of energy or otherwise under this agreement, but the provisions contained in this clause shall not prejudice any other remedy to which the Licensee may be entitled for the recovery of such money.

9. TERMINATION OF AGREEMENT

The agreement can be terminated by the consumer at any time by giving one-month notice in writing to the Licensee expressing his intension to do so. In such case the consumer shall pay to the Licensee, from the date commencement of supply till the agreement is terminated, [5][***], minimum monthly charges, fixed charges, if any and other charges.

The Licensee can terminate agreement at any time by giving one month notice if the consumer has violated the terms of the agreement or the terms and conditions of the Distribution Code or provision of any law relating to the agreement including the applicable Acts and Rules and other orders [6][issued by the Commission from time to time]. The Licensee shall inform the consumers the grounds for such termination:

Provided always the consumer may at any time with the previous consent of the Engineer transfer his rights under this agreement to any other person approved by the Engineer and upon acceptance by such transferee of a valid assignment of these presents, this agreement shall become binding on the transferee and licensee as from date of acceptance and take effect in all respect as if the transferee had originally been [7][party] hereto, in place of the [8][consumer], who shall thenceforth be discharged from any further liabilities under or in respect hereof, without prejudice, however, to any claim by the licensee against the consumer in respect of any prior breach of this agreement by the consumer.

[1]The word “shall” omitted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

2Substituted for the expression “Licensee” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

3Substituted for the expression “rate of” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

4Substituted for the expression “apply” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

5The words “security deposit” omitted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

6Inserted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

7Substituted for the expression “partly” as per Commission’s Notification No. TNERC/D/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

8Substituted for the expression “customer” as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)

10. SALE OR TRANSFER OF PREMISES

If the consumer shall, at any time during the continuance of this agreement intend to sell or otherwise dispose of the properties to vacate the premises to which electric supply is given or contracted for, he shall give [1][prior] intimation to Engineer of his intention to do so and clear off all the dues to the Licensee up to that date. Upon receipt of such intimation and with effect
from the date specified in such intimation the agreement in so far as the consumer is concerned shall cease to operate but
without prejudice to any claim or right which may have accrued to the parties there under. If the consumer fails to give intimation
as mentioned above he shall continue to be liable to pay the charges for consumption and other charges as under this
agreement even beyond the date on which the premises is sold / vacated.

11. APPLICABILITY OF ACTS AND REGULATIONS
This agreement shall be read and construed as subject in all respects to the provision of the applicable Act and Regulations
as noted in Distribution Code and Supply Code and of any modification or re-enactment thereof for the time being in force and
the regulations for the time being in force there under so far as the same respectively may be applicable and subject to the
conditions of supply approved from time to time [by the Commission].

12. SAVINGS AS TO CLERICAL ERROR
(a) In the event of any clerical errors or mistakes in the amount levied, demanded or charged by the Licensee then in the
case of undercharging, the Licensee shall have a right to demand an additional amount and in the case of over charging the
consumer shall have the right to get refund of the excess amount provided at that time such claims were not barred by limitation
under the Act. [*[***].

(b) The parties hereby further agree that the amount claimed in the bill shall be payable within the time allowed,
irrespective of any decision to be taken regarding any disputes about its correctness or otherwise of the amount levied
demanded charged by the Licensee. The Licensee shall have a right to proceed in accordance with the Act, on the basis of the
amount claimed in the bills, till it is proved or established that the amount claimed was in excess of what was actually due. The
consumer shall not on the plea of incorrectness of the bills withhold any portion of the bills.

13. GENERAL
The other conditions of supply in this agreement are also subject to any revision that may be decided by the Licensee as per
the directions of the Commission from time to time.

1[Substituted for the expression "previous" as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f.
27-2-2008)
2[Inserted as per Commission’s Notification No. TNERC /DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008)
3[The words “provisions” omitted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008).

Description of the Premises at which Supply is to be given

1[ (a) District.
   (b) Taluk.
   (c) Town/Village
   (d) Door No./Survey No./ Street
   (e) Street name /area

(2) Supply Details
   (a) Purpose of Supply
   (b) Single or Three phase.
   (c) Voltage
   (d) Tariff

(3) Connected Load details … KVA/ KW/HP Maximum connected load required by the consumer.]

In witness thereof……………………………………………………………………………….. the Engineer acting for and on behalf of the Distribution Licensee
and ……………………………………………………………………………………………………………………………… (consumer) have hereunto set their hands and seals the
day, month and year first above written.

2[*[***]

Witness with address.
1.
2.

Witness [*[with address]]

Signature of Consumer
1.
2.
Substituted as per Commission’s Notification No. TNERC/DC/8-8, dated 8-2-2008 (w.e.f. 27-2-2008) which before substitution stood as under:

<table>
<thead>
<tr>
<th>District</th>
<th>Taluk</th>
<th>Town/Village</th>
<th>Door No./Survey No.</th>
<th>Supply Details</th>
<th>Purpose of supply</th>
<th>Single or three phase</th>
<th>Voltage</th>
<th>Tariff</th>
<th>Connected Load details</th>
<th>Maximum connected load required by the consumer KVA/KW/HP</th>
</tr>
</thead>
</table>

The word “Engineer” shown in the left hand corner at the bottom end of the agreement shall be shown in the right hand corner as per Commission’s Notification No. TNERC/DC/8-8 dated 8-2-2008 (w.e.f. 27-2-2008).

Inserted as per Commission’s Notification No. TNERC/DC/8-8 dated 8-2-2008 (w.e.f. 27-2-2008).

The words “Postal Address” omitted as per Commission’s Notification No. TNERC/D/8-8 dated 8-2-2008 (w.e.f. 27-2-2008).
FORM 8

H.T. AGREEMENT FORM

[Refer clause 33(1)]

THIS AGREEMENT made this ...................................................…… day of ............ between.

(Name of the Licensee) a body corporate for distribution of electricity in the area. called Licensee (which expression shall include its legal representatives and assigns) of the one part

AND..........................................................  between.

(Name of the Licensee) a body corporate for distribution of electricity in the area. called Licensee (which expression shall include its legal representatives and assigns) of the one part

WHEREAS the consumer has requested the Licensee to supply electrical energy for a maximum demand of.

…………………………………………………… ….........................................................................KVA at H.T./ E.H.T. for the purpose of light and power and the Licensee has agreed to afford such supply to the consumer in Ref. No......................................................................................

WHEREAS an additional load of ....................................................………...

KVA was sanctioned to the consumer in Ref. No.............................. totaling in all to a Maximum demand of ...........................

WHEREAS the consumer has on ................................... given an undertaking to execute an agreement with the Licensee.

Now it is hereby declared and agreed as follows:

1. Load Maximum Demand

Subject to the provisions hereinafter contained, the Licensee shall supply and the consumer shall take from the Licensee electrical energy for a maximum demand not exceeding .............................. KVA which shall be its contracted demand for its exclusive use for the purpose above mentioned at the premises of its Factory/ Mills, at............. The connected load shall be .........................

KVA / KW / HP ............................ The consumer shall not effect any change in the maximum demand or connected load.

2. Date of coming into force of the agreement

The Consumer shall begin to take electrical energy from the Licensee subject to the conditions of this agreement within three months from the date on which intimation is sent in writing to the consumer by the Licensee that supply of electrical energy is available. The provisions of this agreement shall be deemed to come into force from the date of commencement of supply of energy or the date of issue of first three month’s notice of availability of supply whichever is earlier. [If the consumer fails to avail the supply within 3 months, a further three months extension will be granted by the Licensee, after collecting the monthly minimum for the extended period in advance.

If the intending consumer fails to avail the supply, within the notice period or within the extended period granted thereof, the application will be treated as cancelled and the agreement will be terminated forfeiting all the amount paid by the consumer except meter security deposit as per the provisions of the Distribution Code ]

3. Resale of Energy

The consumer shall not sell the electrical energy obtained under this agreement without the sanction in writing of the Licensee.

4. To comply with requirements of Act and Terms and Conditions of Distribution Code and Supply Code

The consumer hereby undertakes to comply with all the requirements of the applicable Acts, Regulations etc, and Grid code, Distribution code and Supply Code and of any amendments, modifications or reenactment thereof or of any other enactment to be passed in relation to supply made under this agreement from time to time and the rules, regulations or orders etc. made there under from time to time, provisions of the Tariffs, Scale of Miscellaneous and other charges and the terms and conditions of supply prescribed from time to time, and the consumer hereby agrees not to dispute their applicability to this agreement.

5. Design and Maintenance of equipment of consumer

All transformers switchgear and other electrical equipment belonging to the consumer and directly connected to the feeders or lines of the Licensee shall be of suitable Design and be maintained to the reasonable satisfaction of the Engineer/ ............ The ratings of the fuses and setting of the relays on the consumer's control gear as well as the rupturing capacities

1Inserted as per Commission's Notification No. TNERC/DC/8-8 dated 8-2-2008 (w.e.f. 27-2-2008)
of the consumer’s circuit breakers, if any, shall be subject to the approval of the said Engineer.

6. Obligation of consumer to pay all charges levied by Licensee

From the date this agreement comes into force the consumer shall be bound by and shall pay the Licensee, maximum demand charges, energy charges, surcharges, meter rents and other charges, if any, in accordance with the tariffs applicable and the terms and conditions of supply notified from time to time for the appropriate class of consumers to \[1\] [which such consumer belongs].

7. Licensee’s right to vary terms of agreement

The consumer agrees that the Licensee shall have the right to vary, from time to time, tariffs, general and miscellaneous charges and the terms and conditions of supply under the directions / regulations or by special or general proceedings of Tamil Nadu Electricity Regulatory Commission. The consumer, in particular, agrees that the Licensee shall have the right to enhance the rates etc. chargeable for supply of electricity according to exigencies again with the approval of Tamil Nadu Electricity Regulatory Commission. It is also open to Licensee to restrict or impose power cuts totally or partially at any time as it deems fit.

8. Minimum Monthly Charges

The consumer agrees to pay minimum charges every month as prescribed in the tariff and supply code even if no electricity is consumed for any reasons whatsoever, and also if the charges for electricity actually consumed are less than the minimum charges. The minimum shall be payable even if electricity is not consumed because of disconnection of supply by the Licensee due to non-payment of electricity charges, pilferage or other mal-practices or for any other valid reason.

9. Surcharge

The tariffs charged by the Licensee are subject to any surcharge that may be levied by the Licensee from time to time as per approval of the Commission.

10. Period of Agreement

This agreement shall remain in force till it is terminated by either party as provided in Distribution code and Supply code.

IN WITNESS WHEREOF Thiru ........................................................ Engineer, ................................ acting for and on behalf of the Licensee and Thiru ........................................................................................................................................ for and on behalf of the consumer have hereunto set their signatures, and the common seal of M/s. has hereunto been affixed.

\[2\] [Signed in the presence of ENGINEER

\[1\]

\[2\]

The common seal of M/s. was Hereunto affixed in the presence of

1.

2.

1Substituted for the expression “which it belongs” as per Commission’s Notification No.TNRC/DC/8-8 dated 8.2.2008 (w.e.f.27.2.2008)

2Substituted as per Commission’s Notification No. TNERC/DC/8-8 dated 8.2.2008 (w.e.f.27.2.2008) which before substitution stood as under :
ABBREVIATIONS

1 AC - Alternating Current
2 CERC - Central Electricity Regulatory Commission
3 CMDA - Chennai Metropolitan Development Authority
4 DC - Direct Current
5 FMB - Field Measurement Book
6 HP - Horse Power
7 HV - High Voltage
8 HZ - Hertz
9 KVA - Kilo Volts Ampere
10 KVP - Kilo Volt Peak
11 KW - Kilo Watt
12 LV - Low Voltage
13 MCOV - Maximum Continuous Operating Voltage
14 MV - Medium Voltage
15 MVA - Mega Volt Ampere
16 MVAR - Mega Volt Ampere Reactive
17 MW - Mega Watt
18 OCB - Oil Circuit Breaker
19 OMCB - Oil Minimum Circuit Breaker
20 OH - Overhead
21 R & C - Restriction and Control
22 RCC - Reinforced Cement Concrete
23 R & D - Research and Development
24 SC - Service Connection
25 SLDC - State Load Dispatch Centre
26 SS - Sub-station
27 UG - Underground
28 UF - Under Frequency
29 UPS - Uninterrupted Power Supply
30 VAR - Volt Ampere Reactive
Tamil Nadu Electricity Distribution Standards of Performance Regulations

Principal Regulations Amendments:-

(1) Notification No.TNERC/SPR/9/1 , dated 21.07.2004
(2) Notification No.TNERC/SPR/9/1-4, dated 25.07.2006
(3) Notification No.TNERC/SPR/9/1-6, dated 02.05.2007
(4) Notification No.TNERC/SPR/9/1-8, dated 3.12.2007
(5) Notification No.TNERC/SPR/9/1-10, dated 14.08.2013

In exercise of the power conferred on it by section 181 read with section 57 of The Electricity Act, 2003 (Act No: 36 of 2003) and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission makes the following Regulations namely:-

CHAPTER I
Preliminary

1. Short Title and Commencement

(i) These regulations may be called the “Tamil Nadu Electricity Regulatory Commission - Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004”

(ii) All these Regulations except provisions under regulations 21 and 22 shall come into force from the date of their publication in the Tamil Nadu Government gazette.

(iii) The provisions under regulations 21 and 22 shall come into force after one year from the date of their publication in the Tamil Nadu Government gazette.
2. Definitions

In these Regulations unless the context otherwise requires:

(ii) “Commission” means the Tamil Nadu Electricity Regulatory Commission.
(iii) Words and expressions used in these Regulations but not defined either in these Regulations or in the Act shall have the same meanings as understood in the engineering and commercial circles.

CHAPTER 2
Distribution Standards Of Performance

3. Quality of Service

Quality of service means providing uninterrupted, reliable electric supply at stipulated voltage and frequency, which will be the end result of its planning, designing of network, operation and service management to ensure stability in supply and prompt compliance of consumers’ complaints on metering and billing. The supply with frequent power failure, fuse of calls, voltage fluctuations will not ensure continuity in supply. These factors determine the degree of satisfaction of the consumers.

4. Duties of the Licensees to Supply on Request

Section 43 of the Act deals with duty to supply and read as below:

"43. (1) Every distribution licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply:

Provided that where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning or within such period as may be specified by the Appropriate Commission."
Provided further that in case of a village or hamlet or area wherein no provision for supply of electricity exists, the Appropriate Commission may extend the said period as it may consider necessary for electrification of such village or hamlet or area.

(2) It shall be the duty of every distribution licensee to provide, if required, electric plant or electric line for giving electric supply to the premises specified in sub-section (1):

Provided that no person shall be entitled to demand, or to continue to receive, from a licensee a supply of electricity for any premises having a separate supply unless he has agreed with the licensee to pay to him such price as determined by the Appropriate Commission.

(3) If a distribution licensee fails to supply the electricity within the period specified in sub-section (1), he shall be liable to a penalty which may extend to one thousand rupees for each day of default.”

The Licensees shall endeavor to give supply within a week but not exceeding 30 days wherever no extension or improvement works are involved in giving supply.

The Licensees shall observe the following time schedule for supply of electricity involving extension of distribution lines, etc.

<table>
<thead>
<tr>
<th>Category</th>
<th>Time Schedule for LT</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Involving no extension or Improvement work</td>
<td>Preferably within a week but not exceeding 30 days</td>
</tr>
<tr>
<td>(b) Involving Extension and Improvement without Distribution Transformers</td>
<td>60 days</td>
</tr>
<tr>
<td>(c) Involving Extension and Improvement with Distribution Transformers</td>
<td>90 days</td>
</tr>
</tbody>
</table>
Table II:

<table>
<thead>
<tr>
<th>Category</th>
<th>Time Schedule for HT / EHT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HT</td>
</tr>
<tr>
<td>(a) Involving Extension &amp; Improvement</td>
<td>60 days</td>
</tr>
<tr>
<td>(b) Involving the enhancement of Power Transformer/Addition of Power Transformers</td>
<td>120 days</td>
</tr>
<tr>
<td>(c) Involving the Commissioning of new substation</td>
<td>180 days</td>
</tr>
</tbody>
</table>

(I) The Licensee shall issue advice slip/notice/letter indicating the prescribed charges payable with proper acknowledgement.
(II) The Consumer shall remit the above charges within the stipulated period but not exceeding fifteen Days from the date of receipt of advice slip/notice/letter.
(III) In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer or the person designated for this purpose by the Licensee for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.
(IV) The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.
(V) The time schedule is also applicable for additional loads.]

<table>
<thead>
<tr>
<th>Category</th>
<th>Time Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Extension and improvement without transformers:</td>
<td>60 days</td>
</tr>
<tr>
<td>b) Extension and improvement with transformers.</td>
<td>90 days</td>
</tr>
</tbody>
</table>

Note: This time schedule is also applicable for additional loads.

1 Substituted as per Commission’s Notification No.TNERC/SPR/9/1-4, dated 25.7.2006 (w.e.f 16.8.2006)
which before substitution as under:

2 Substituted for the expression “Power Transformers” as per Commission’s Notification No. TNERC/SPR/9/1-6 dated 2.5.2007 (w.e.f.23.5.2007)
5. Exceptions on Duty to Supply for Agricultural and Hut Services:

The provision under section 43 of the Act is however not applicable in the case of agricultural and hut services, which shall be governed by the directives issued by the Commission from time to time, on the basis of the guidance on this matter by the National Electricity Policy (as stipulated in section 86(4)) of the Act and the policy directions in public interest by the State Government (as stipulated in section 108 of the Act).

6. Temporary Supply

The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals, etc. Such temporary services shall be effected as per the time schedule specified for the new and additional loads.

The Licensees shall refund the balance deposit if any within 3 months from the date of disconnection of service after temporary supply period is over.

7. Shifting of Service Connection / Deviation of Lines and Shifting of Equipments

Wherever the consumers request for shifting the service connection as specified in the Supply Code, or for deviation of the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as specified in the Distribution Code / Supply Code.

1. Shifting of meter / service \(^1\) [25] days
2. Shifting of LT / HT lines 60 days
3. Shifting of Transformer structures 90 days

The time schedule given above includes the time required for preparation of estimates, collection of deposits, etc.

\(^1\)Substituted for the expression “15” as per Commission’s Notification No. TNERC/SPR/9/1-6 dated 2.5.2007 (w.e.f. 23.5.2007)
The accounts should be settled within three months from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit.

1[Note: The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.

In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer (or the person designated for this purpose by the Licensee) for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively]

8. Transfer of Service Connection

The transfer of service connection shall be effected within 7 days from the date of receipt of complete application.

9. Change of Tariff

A consumer can utilize a service connection given to him for a purpose different from the purpose for which he originally obtained the service connection, only if the same tariff is applicable to the new purpose also. If a different tariff is applicable to the new purpose, the consumer shall apply to the Licensee before changing the purpose and a revised Test Report will be taken indicating the change in the tariff.

The Licensee shall effect change of tariff within seven days from the date of receipt of application from the consumer.

However no consumer shall be permitted to change the tariff of the service connection from any Low Tension Tariff (other than agriculture) to Low Tension Tariff for agriculture.

1Inserted as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006)
10. Complaints in Billing, etc.
(i) Any complaints in billing received prior to the due date for payment shall be resolved before the next billing along with refund / adjustments, if any. However, the complaints in respect of arithmetic error if any received three days prior to the due date for payment shall be set right within the due date for payment.
(ii) The consumer shall not, on the plea of incorrectness, withhold any portion of the amount billed.

11. Replacement of Meter
Wherever the Licensees receive complaints or the Licensee found during inspection / meter reading, that the meter in a service connection is not correct or defective or burnt, the Licensee shall replace the meter after collecting the charges as applicable and within 30 days.

12. Interruptions and Restoration of Supply
(I). The Licensee may, for reasons of testing or forced outage or maintenance, temporarily discontinue the supply for such period as may be necessary, provided that in case of planned shut down for improvement / periodical maintenance of distribution network, the Licensee will, wherever possible give advance notice in this behalf and notify through local newspapers in advance.

Substituted as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006) which before substitution stood as under:

10. Complaints in Billing, etc.
Wherever the Licensees receive complaints from consumers that there is error in billing, etc. the Licensee shall resolve such disputes regarding quantum of commercial transaction involved within the due date for payment, provided the complaint is lodged three days prior to the due date for payment. Such of those complaints received during the last three days period shall be resolved before the next billing along with refunds / adjustments if any. However, the consumer shall not, on the plea of incorrectness of the charges, withhold any portion of the charges
(II) In case of interruptions to individual or a group of consumers due to breakdown, the Licensee shall restore supply as per the time schedule furnished below:

<table>
<thead>
<tr>
<th>Interruption Due To</th>
<th>Power Restoration Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Corporation</td>
</tr>
<tr>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>HT Supply failure</td>
<td>1 hour</td>
</tr>
<tr>
<td>Fault in Transformer Structure or LT Line or Pillar Box</td>
<td>2 hours</td>
</tr>
<tr>
<td>Fault of Distribution Transformer</td>
<td>24 hours</td>
</tr>
<tr>
<td>Individual Service Connection fault</td>
<td>3 hours</td>
</tr>
</tbody>
</table>

Failure / Interruption in Corporation limits and certain special areas declared by the Commission from time to time shall be attended to round the clock within the time limit specified for urban areas. Complaints of failure/ interruption at consumer premises in rural areas and urban areas other than corporation limits shall be attended to between 8.00 AM and 6.00 PM. Individual complaints of consumers received during night hours i.e., from 6.00 PM to 8.00 AM shall be considered to have been received at the start of working hours on the next day and attended to within the time limit as specified above. The restoration time specified in respect of individual service connection faults in rural areas shall exclude the time period of 6.00 PM to 8.00 AM. However the complaints from essential services like Water supply, Hospitals, and other important Govt. services shall be attended to immediately, round the clock.

---------------------------------------------
\(^{1}\)Substituted as per Commission’s Notification dated 25.07.2006 w.e.f. 16.8.2006
which before substitution stood as under:
(III) In case of interruptions, it is the responsibility of the affected consumer to inform the same to the Licensee’s local office or nearest fuse off call center by Telephone / written communication in person, etc.

Provided that in case failure / break down due to natural calamities like cyclone, [land slides in hill areas,] etc. the Licensee shall take every action to restore supply within the least possible time.

**Note:** The Licensee shall arrange to keep the consumers informed of the progress of rectification of faults.

(IV) The Licensee shall maintain un-interrupted supply of power to Railways and in case of any interruption restore the supply on top priority.

(V) In case of interruption due to line fault/ failure of transformer/ equipment, the Licensee shall inform the complainant (subject to availability of communication at both ends) within one hour from receipt of complaint, the reasons for interruption and the likely time by which the power supply will be restored.

<table>
<thead>
<tr>
<th>Interruption due to</th>
<th>Power restoration time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Urban</td>
</tr>
<tr>
<td>High Tension supply failure</td>
<td>1 hour</td>
</tr>
<tr>
<td>Fault in pillar boxes or transformer structures</td>
<td>2 hours</td>
</tr>
<tr>
<td>Failure of distribution transformer</td>
<td>24 hours</td>
</tr>
<tr>
<td>Individual service connection faults</td>
<td>3 hours</td>
</tr>
</tbody>
</table>

---

1\(^\text{Inserted as per Commission's Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006)}\)

13. **Quality of Supply**

Quality of supply means providing 1\[^{uninterrupted and reliable} \] electric supply at stipulated voltage and frequency (within the permissible limits) without sags or spikes to the consumer. When a consumer makes a complaint regarding quality of power supply, an authorized representative of the Licensee shall visit the
consumer’s premises and convey in writing within 10 days, the action proposed to be taken for attending to the complaint and the time by which it would be attended.

14. Permissible Limits for Voltage and Frequency Variations
The limits of permissible variations in voltages at various levels have to be fixed on the basis of existing network, spare capacity etc., and can always be improved with system improvements, capacity generation and various other related factors. Hence, even though the ideal situations would be different, the bandwidth of variations has to reflect the actual condition and has to be specified after periodical reviews. Accordingly, the Commission from time to time will order the permissible limits for voltage variations.

... The frequency variations shall be governed by the National / State Grid Code and hence not specified under this regulation.

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[1 Substituted for the expression “uninterrupted, reliable and quality” as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006)]

[2*** Omitted as per Commission’s Notification No. TNERC/SPR/9/1-6 dated 2.5.2007 (w.e.f. 23.5.2007) which before omission stood as under: “within 48 hours of receipt of complaint”.

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15. Voltage Complaints

Provided that when the grid supply voltage is maintained at its permissible limits the Distribution Licensee shall ensure that voltage variation (for a minimum duration of at least seven continuous days) at the point of commencement of supply to consumer shall not vary from the declared voltage as below:
On receipt of a voltage fluctuation complaint, the Licensee shall verify if
the voltage fluctuation is exceeding the limits specified in regulation 14 and if
confirmed, the Licensee shall undertake rectification works as per the following
time schedule:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Nature of Complaint</th>
<th>Time Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Where no expansion or enhancement of network is involved</td>
<td>48 hours</td>
</tr>
<tr>
<td>2.</td>
<td>Where up-gradation of LT network, transformers or installation of capacitors is involved</td>
<td>Within 60 days</td>
</tr>
<tr>
<td>3.</td>
<td>Involving upgradation of HT network</td>
<td>Within 120 days</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of supply and declared voltage (1)</th>
<th>Variation maximum limit % (2)</th>
<th>Variation minimum limit % (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>240 Volts single phase 50 Hz AC supply</td>
<td>6% of declared voltage</td>
<td>10% of declared voltage</td>
</tr>
<tr>
<td>415 Volts three phase 50 Hz AC supply</td>
<td>6% of declared voltage</td>
<td>10% of declared voltage</td>
</tr>
<tr>
<td>11000/22000 Volts three phase 50 Hz AC supply</td>
<td>6% of declared voltage</td>
<td>10% of declared voltage</td>
</tr>
</tbody>
</table>

16. Failure of Equipments

The incidents such as failure of equipments, viz. failure of power transformer, breakers, measuring transformers, lightning arresters and capacitor
banks would affect the distribution system causing aberrations, deviations in system voltage and frequency levels. The Licensees shall maintain the equipments as per the schedule of maintenance so as to minimise the failure rate and thereby increase the level of performance.

17. Responding to Consumer’s Complaint

If any consumer makes a complaint in writing to the Territorial Engineer of the concerned licensee then, the Territorial Engineer concerned shall reply to the consumer within ten days after receipt of the letter. In case the Territorial Engineer requires to visit the site or consult any other officer to give a comprehensive reply, the Territorial Engineer shall explain to the consumer as to why a substantive response cannot be sent immediately and intimate the name address and telephone number of the Officer dealing with the complaint. The Territorial Engineer shall also ensure that a substantive response is sent to the consumer within twenty days of receiving the complaint letter.

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1Substituted as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006) which before substitution stood as under:

17. Responding to Consumer’s Complaint

If any consumer makes a complaint in writing, the Licensee shall reply to the consumer within 10 days after receipt of the letter. In case the Licensee requires to visit the site or consult any other officer to give a comprehensive reply, the Licensee shall explain to the consumer as to why a substantive response cannot be sent immediately and intimate the name address and telephone number of the Licensee’s employee dealing with the complaint.

The Licensee shall also ensure that a substantive response is sent to the consumer within 20 days of receiving the complaint letter.
18. Making and Keeping Appointments

Wherever the Licensee make an appointment in writing to visit a consumer on a particular day, the Licensee shall keep such appointment. When the appointment has to be cancelled the Licensee shall give a 24 hours notice of its cancellation to the consumer.

19. Grievance Handling

The Licensee shall make arrangement to receive complaints from consumers at appointed date and time at appropriate offices. This information shall be suitably made known to the consumers. The Licensee’s representative shall receive the complaints on the appointed dates and time.

Wherever the Licensee is unable to comply with the above requirement, the Licensee shall inform the consumers, to the extent feasible, in advance giving reasons for the inability and the time when it will be complied with. ¹[Due to failure to inform the cancellation, if a consumer turns up with a complaint on the appointed day and registers his presence, he is eligible for compensation at the specified rate].

20. Handling of Complaints on Non-compliance

The Licensee is required to maintain standards of performance for supply of Electricity to all consumers in a manner prescribed. The time limit prescribed in these standards refer to the maximum time required to be taken to perform different activities of consumer service. It shall be the endeavour of the Licensee to provide best possible service well within time limits specified in these regulations.

¹Substituted as per Commission’s Notification No. TNERC/SPR/9/1-6 dated 2.5.2007 (w.e.f.23.5.2007) which before substitution stood as under:

In spite the above or due to failure to inform the cancellation, if a consumer turns up with a complaint on the appointed day and registers his presence, he is eligible for compensation at the specified rate

+++++++++++++++++++++++++++++++
The Licensee shall register every complaint made by a consumer whether orally or in writing regarding failure/meter board /service lines, payment of bills and other services relating to supply of power, in the registers exclusively maintained under the following categories:

Supply related complaints register
Meter related complaints register
Billing and payment related complaints register

A unique number shall be allotted to each complaint and conveyed to the consumer. In case of complaints which are supply related and restoration of supply, authorized persons of Licensee shall prepare an acknowledgment slip in duplicate after attending to the complaint and get the consumer signature. Where the consumer refuses to sign the acknowledgment slip, the fact shall be recorded and a copy handed over to the consumer. As a measure of precaution and proof of having visited the consumer’s service location, the Licensee’s employee shall also record the meter reading of the respective service and any one of the adjoining service connection in the acknowledgement slip. The designated officer shall entertain any complaints from the consumer for non-compliance, only if the complaint is accompanied with a copy of acknowledgment slip. The Licensee shall ensure redressal of all complaints promptly

Complaints in respect of supply of electricity, its metering, billing and payment thereof, shall be made at the offices specified by the Licensee. The Licensee shall publish through public notices, local News Paper, TV, Radio, printing in the bills and receipts etc., the name of the office(s) its address(s), telephone number where the consumer can lodge complaints. The phone services for recording
complaints when outsourced by the Licensee, the phone numbers of such call centers shall be incorporated in electricity bills and also displayed at the concerned offices of the Licensee.

(iv) The office where a complaint is registered shall dispose it and if any instruction/sanction is to be obtained from higher authority, it shall be obtained by the complaint registering office. The higher authority may also directly communicate the decision. The complainant should not be required to approach such higher authority. Similarly in case an outsourced phone service is opted for, the complaint shall be forwarded to the concerned officer by such center itself and the Licensee shall ensure proper compliance by the outsourced service, including posting of its officers at such centers to streamline responses.

(v) Complaints against non-registration of complaints and failure to perform within the time limits and/or to meet the performance targets, as specified in this regulation, shall be made to the concerned officers of the Licensee. The Licensee shall nominate the officers to whom the consumers can lodge their complaints initially and also the next level higher officer.

(vi) In case a consumer is not satisfied with the disposal of the complaint even after taking the issue at the higher level, the consumer can approach the consumer grievance redressal forum

21. Compensation

The Licensee is expected to achieve the performance prescribed. If a Licensee fails to meet the standards specified for various service areas, the affected consumer is entitled for compensation by the Licensees as stipulated in the Act. ¹[The compensation payable is set out in the table below, namely:-]
Substituted for the expression “The compensation payables are as follows:” as per Commission’s Notification No. TNERC/SPR/9/1-8 dated 3.12.2007 (w.e.f. 19.12.2007)

<table>
<thead>
<tr>
<th>S.No</th>
<th>Events</th>
<th>Compensation payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Duty to give supply on request</td>
<td>Rs.100/- per day of delay subject to a maximum of Rs. 1000/-</td>
</tr>
<tr>
<td></td>
<td>a) New Service connection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b) Additional Load</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c) Temporary Supply</td>
<td></td>
</tr>
<tr>
<td></td>
<td>d) Shifting of service connection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>e) Transfer of service connection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>f) Change of tariff</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Complaints in billing</td>
<td>Rs.150/- for non-reply within the</td>
</tr>
<tr>
<td>3</td>
<td>Replacement of meters</td>
<td>Rs.100/- for each day of delay subject to a maximum of Rs.1000/-</td>
</tr>
<tr>
<td>4</td>
<td>Interruption of supply</td>
<td>Rs.50/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs. 2000/-</td>
</tr>
<tr>
<td>5</td>
<td>Voltage fluctuations and complaints</td>
<td>Rs.250/- for failure to visit or convey findings within the stipulated period</td>
</tr>
<tr>
<td>5A</td>
<td>Rectification of Voltage Complaints</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Where no expansion or enhancement of network is involved</td>
<td>Rs. 50/- for each day of delay subject to a maximum of Rs. 1000/-</td>
</tr>
<tr>
<td></td>
<td>(b) Where upgradation of LT network, transformers or installation of capacitors is involved</td>
<td>Rs. 50/- for each day of delay subject to a maximum of Rs. 1000/-</td>
</tr>
<tr>
<td></td>
<td>(c) Involving upgradation of HT network</td>
<td>Rs. 50/- for each day of delay subject to a maximum of Rs. 1000/-</td>
</tr>
<tr>
<td>6</td>
<td>Responding to consumer’s</td>
<td>Rs.25/- for each day of delay subject to a maximum of Rs. 250/-</td>
</tr>
<tr>
<td>7</td>
<td>Making and keeping appointments</td>
<td>Rs.50/- for failure of keeping</td>
</tr>
<tr>
<td>8</td>
<td>Grievance handling</td>
<td>Rs.50/- for failure of grievance handling</td>
</tr>
<tr>
<td>9</td>
<td>Refund of deposit in respect of temporary supply after the expiry of the temporary supply</td>
<td>Rs.100/- per week or part thereof of delay in addition to the interest at the</td>
</tr>
<tr>
<td>160</td>
<td>period and refund of balance deposit within the period as stipulated in regulation 6 of Distribution Standards of Performance Regulations or in the regulation 17(6) of the Tamil Nadu Electricity Supply Code or in the regulation 33(5) of the Tamil Nadu Electricity Distribution Code</td>
<td>rate specified by the commission till the date of refund</td>
</tr>
</tbody>
</table>

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1 Inserted as per Commission’s Notification No. TNERC/SPR/9/1-10 dated 14.08.2013 (w.e.f. 23.10.2013)

2 Inserted as per Commission’s Notification No. TNERC/SPR/9/1-8 dated 3.12.2007 (w.e.f. 19.12.2007)

### 22. Procedure for Payment of Compensation

The claim for compensation shall be dealt with in the following manner

**I. Automatic** - This mode of payment requires the Licensee to pay the compensation amount to the affected consumer automatically, following the non-compliance to a particular standard in the next billing cycle through credit entry in the consumption bill

**II. Upon claim:** An aggrieved consumer has the right to claim the compensation for non-compliance of the standards if the Licensee fails to pay the compensation in the next billing period by representing to the designated employee of the Licensee.

### 23. Level of Performance

The standards specified in previous clauses set the levels of performances, which the Licensees are required to achieve in specific service areas. In order to assess the overall performance level of the Licensee, the following targeted performances in individual areas are specified:
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service area covered under this standard</th>
<th>Targeted performance within the stipulated period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Restoration of supply during interruption due to HT break down, fault in pillar box or transformer structure and fault in individual service connections</td>
<td>Licensee shall achieve 75% of the standards specified. Out of the balance, 20% shall be achieved within 24 hours from the time of complaint.</td>
</tr>
<tr>
<td>2</td>
<td>Replacement of failed Distribution Transformers</td>
<td>95%</td>
</tr>
<tr>
<td>3</td>
<td>Giving new supply / additional load</td>
<td>95%</td>
</tr>
<tr>
<td>4</td>
<td>Refund of balance deposit in temporary supply</td>
<td>90%</td>
</tr>
<tr>
<td>5</td>
<td>Shifting of service</td>
<td>95%</td>
</tr>
<tr>
<td>6</td>
<td>Change of Tariff</td>
<td>95%</td>
</tr>
<tr>
<td>7</td>
<td>Transfer of service connection</td>
<td>95%</td>
</tr>
<tr>
<td>8</td>
<td>Complaints in billing</td>
<td>95%</td>
</tr>
<tr>
<td>9</td>
<td>Replacement of meters</td>
<td>95%</td>
</tr>
<tr>
<td>10</td>
<td>Voltage fluctuation and voltage complaints</td>
<td>90%</td>
</tr>
<tr>
<td>11</td>
<td>Responding to consumer complaints</td>
<td>90%</td>
</tr>
<tr>
<td>12</td>
<td>Making and keeping appointments</td>
<td>95%</td>
</tr>
<tr>
<td>13</td>
<td>Grievances handling</td>
<td>100%</td>
</tr>
</tbody>
</table>

24. Information on Standard of Performance

The Licensees shall furnish the information on the level of performances achieved, number of cases in which compensations were paid and the aggregate amount of compensation paid, once in six months in the format prescribed as per sub-section (1) of section 59 of the Act, so as to facilitate the Commission to approve the same for publication by the Licensee as per sub-section (2) of section 59 of the Act.

1[25. Service Reliability]

The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices as per the formula and methodology specified below:
25. Service Reliability

Reliability of the distribution system operated by the distribution Licensee
Reliability standards shall be judged by two indices namely Consumer’s average
interruption frequency index (CAIFI), Consumer’s average interruption duration index
(CAIDI)
Each Distribution Licensee shall formulate a suitable model on the basis of his
geographical spread of the network to reveal the reality of the situation on the above two
indices and set standards of performance. The model shall be got approved by the
Commission and can be distinct for each Licensee

1[Method to compute Distribution System Reliability Indices:

The Indices shall be computed for the Distribution Licensee as a whole by
stacking, for each month, all the 11KV/22KV feeders in the supply area,
excluding those serving predominantly agricultural loads, and then aggregating
the number and duration of all interruptions in that month for each feeder. The
Indices would then be computed using the following formulae:

1. SAIFI = \frac{\sum_{i=1}^{n} (A_i \times N_i)}{N_t} \quad \text{Where,}

Ai = Total number of sustained interruptions (each longer than 5 minutes)
on the \text{ith} feeder for the month
Ni = Connected load of \text{ith} feeder affected due to each interruption
Nt = Total connected load at 11/22 KV in the Distribution Licensee’s supply area
n = number of 11/22 KV feeders in the licensed area of supply (excluding those
serving predominantly agricultural loads)]
2. **SAIDI** = \[ \frac{\sum_{i=1}^{n} (B_i \times N_i)}{N_i} \]

Where,

Bi = Total duration of all sustained interruptions on i\textsuperscript{th} feeder for the month.

**Note**: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

(i) The Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

(ii) Based on the information provided by the Licensees, the Commission would notify the target levels for these indices annually.

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Substituted as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006) which before substitution stood as under:

**25. Service Reliability**

Reliability of the distribution system operated by the distribution Licensee
Reliability standards shall be judged by two indices namely Consumer’s average interruption frequency index (CAIFI), Consumer’s average interruption duration index (CAIDI)
Each Distribution Licensee shall formulate a suitable model on the basis of his geographical spread of the network to reveal the reality of the situation on the above two indices and set standards of performance. The model shall be got approved by the Commission and can be distinct for each Licensee

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26. Regulation to be read with Supply Code, Distribution Code, etc.,

(1) As these Regulations are intended to enforce quality, continuity and reliability of service, these Regulations shall be read along with Supply code, Distribution code, Grid code and other relevant provisions of the Act, Rules and Regulations made there under pertaining to supply and consumption of Electricity.

(2) Where any of the provisions in these Regulations is found to be inconsistent with those of the Act, Rules or Regulations made there under, not withstanding such inconsistency, the remaining provisions in these regulations shall remain operative.
(3) Where any dispute arises as to the applications or interpretations of any provisions of these regulations, it shall be referred to the Commission whose decision shall be final and binding on the parties concerned.

27. Exemption

1[(I) The standards of performance specified in this regulation shall remain suspended during Force-majeure conditions or cause beyond the control of the Licensee]

+----------------------------------------------+
1Substituted as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006) which before substitution stood as under:

i. The Commission may relax adherence by the Licensee to any specific standard of performance during force majeure condition such as War, Mutiny, Civil commotion, riot, Flood, Cyclone, Storm, Lightning, Earth Quake, Grid Failure and Strike / Curfew, Lock out, Fire affecting the Licensee’s installations and activities and also under wind or rainy conditions where safety of electrical equipment and personnel is not possible

+----------------------------------------------+

1[(II) "Non-compliance of the Standards contained in this regulation by the licensee shall not be treated as violation and the Distribution Licensee shall not be required to pay any compensation to affected consumers if such violation is caused due to grid failure, or a fault on the Transmission Licensee’s network, or on account of the instructions given by the SLDC/SSLDC, over which the Distribution Licensee has no reasonable control". ]

2[(III) Commission under specific circumstances may relax provisions of Regulations in general or in specific cases for the period specified in these Regulations. ]
28. Power to Remove Difficulties

I. If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the Licensee to do anything not being inconsistent with the provisions of the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.

II. The Licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of these Regulations.

29. Savings.

Nothing contained in these Regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act 1986 (Act 68 of 1986)

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1 Inserted as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006)

2 Substituted for the expression (II) ie. renumbered as per Commission’s Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006) which before substitution stood as clause(III).
Annexure

Format for Furnishing Information on Achieving Level of Performance and Compensation Paid

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service area covered under this standard</th>
<th>Targeted performance</th>
<th>Performance achieved</th>
<th>Aggregate Compensation paid &amp; nr of consumers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Restoration of supply during interruption due to HT breakdown, fault in pillar box or transformer structure and fault in individual service connections</td>
<td>Licensee shall achieve 75% of the standards specified. Out of the balance, 20% shall be achieved within 24 hours from the time of complaint.</td>
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<td></td>
</tr>
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<td>2</td>
<td>Replacement of failed distribution transformer</td>
<td>95%</td>
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<td>95%</td>
<td></td>
<td></td>
</tr>
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<td>4</td>
<td>Refund of balance deposit in temporary supply</td>
<td>90%</td>
<td></td>
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<td>Shifting of service</td>
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<td>Change of Tariff</td>
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<td>7</td>
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<td></td>
</tr>
<tr>
<td>13</td>
<td>Grievances handling</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004

Principal Regulations and Amendment

(1) Notification No. TNERC/CGR&EO/6/1, Dated 08.01.2004

(2) Notification No. TNERC/CGR&EO/6-1, Dated 03.10.2005

(3) Notification No. TNERC/CGR&EO/6-2, Dated 22.02.2007

(4) Notification No. TNERC / CGRF&EO /6-3/ dated 05.11.2009

(5) Notification No. TNERC / CGRF&EO /6-5/ dated 28.11.2011

(6) Notification No. TNERC / CGRF&EO /6-6/ dated 22-03-2013

(7) Notification No. TNERC / CGRF&EO /6-7/ dated 02-11-2013

(8) Notification No. TNERC / CGRF&EO /6-8/ dated 25-02-2014

In exercise of the power conferred on it by section 181 read with sub-sections (5), (6) and (7) of section 42 of The Electricity Act, 2003 (Act No: 36 of 2003) and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission makes the following Regulations, namely:-

PART- 1 - GENERAL

1 i) These Regulations may be called the “Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman, 2004”.

   ii) These extend to the whole of the State of Tamil Nadu.

   iii) These shall come into force on 10.6.2004.

2 In these Regulations, unless the context otherwise requires:

   (a) "Act" means the Electricity Act, 2003.

   (b) "area of supply" means the area within which a distribution licensee is authorized by his/her/their licence to supply electricity.

   (c) "Chairperson" means the Chairperson of the forum.

   (d) "Commission“ means the Tamil Nadu Electricity Regulatory Commission.

   (e) “Complainant” means—

      (i) a consumer of electricity supplied by the Licensee including applicants for new connections;

      (ii) any voluntary consumer association registered under the Companies Act, 1956 (1
of 1956) or under any other law for the time being in force;

(iii) the Central Government or any State Government - who or which makes the complaint;

(iv) one or more consumers, where there are numerous consumers having the same interest;

(v) in case of death of a consumer, his legal heirs or representatives.

(f) “complaint” means any grievance made by a complainant in writing on:-

(i) defect or deficiency in electricity service provided by the licensee;

(ii) unfair or restrictive trade practices of licensee in providing electricity services;

(iii) Charging of a price in excess of the price fixed by the Commission for consumption of electricity and allied services;

(iv) Electricity services which will be unsafe or hazardous to public life in contravention of the provisions of any law for the time being in force.

(g) “consumer” means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person as the case may be.

(h) “defect” means any fault, imperfection or shortcoming in the quality, quantity, purity or standard of service, equipment or material which is required to be maintained by or under any law for the time being in force or under any contract, express or implied, or as is claimed by the distribution licensee in any manner whatsoever in relation to electricity service.

(i) “deficiency” means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of supply which is required to be maintained by or under any law for the time being in force or has been undertaken to be performed by distribution licensee in pursuance of a contract agreement or otherwise in relation to electricity service or performance standard, violations of Electricity Supply Code, contraventions of Act, Rules or Regulations made thereunder with regard to consumer interest.

(j) “distribution system” means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.

(k) “Electricity Ombudsman” means an authority to be appointed or designated by the
Commission, under sub-clause (6) of Section 42 of the Act, with whom a representation may be made in accordance with sub-clause 17 (1) of these Regulations.

(i) In particular and without prejudice to the generality of the term the "electricity service" means electricity supply, metering, billing, maintenance of electrical energy, maintenance of distribution system and all other attendant sub service etc.

(m) “Forum” means ‘forum for redressal of grievances of consumers’ to be constituted by each distribution licensee in accordance with these Regulations.

(n) "Licensee" means a person who has been granted a licence under section 14 of the Act.

(o) Words and expressions used and not defined in these Regulations but defined in the Act, or the Consumer Protection Act, 1986 (68 of 1986) shall have the meanings respectively assigned to them in these Acts

PART-II CONSUMER GRIEVANCE REDRESSAL FORUM

3  (1) Every distribution licensee shall establish a forum or forums for redressal of grievances of the consumers in accordance with these Regulations.

(2) A licensee may establish more than one forum so as to ensure that any consumer in the area of supply of the licensee shall not have to travel more than 100 Kilometres to submit his complaint with the forum for redressal. The concentration of the consumers in a particular area and the number of complaints expected to be received and the constraints of the forum in disposing of the complaint within the stipulated time frame may also be taken into account to determine the places and the number of forums to be established.

(3) The head office of the forum shall be at such place(s) as each distribution licensee may specify in accordance with the sub-clause 3 (2)

(4) The forum shall consist of three members to be appointed by the distribution licensee with the following composition.

(a) Chairperson of the forum shall be a full time officer of the licensee not lower in rank than the rank of Superintending Engineer.

(b) One member shall be a person with 15 to 20 years experience in financial / legal profession and shall be nominated by the District Collector of the district where the forum is head quartered.

(c) [Another member shall be from a registered society of NGO or a consumer organization or a consumer activist and shall be nominated by the Commission.]2.

(5) Every member of the forum except the Chairperson shall hold office for a term of three years and shall not be eligible for reappointment as such. Provided that no
member shall hold office as such after he has attained the age of sixty two years. The person occupying the designated post of the Distribution Licensee to act as Chairperson shall be deemed to be the Chairperson of the forum

(6) The quorum of the forum shall be two among the three members, which includes the Chairperson. The post of the Members shall not be kept vacant for more than two months.

(7) The honorarium for each sitting shall be decided by the Licensee subject to approval by the Commission and TA / DA and other allowances payable to the members shall be as applicable to Class I officers of the State Government.

1[The Chairperson shall make use of his office space, secretarial staff and other facilities for efficient functioning of Forum. The members by virtue of their office shall not be entitled to claim any separate accommodation in the office premises of Chairperson or any separate secretarial staff and other facilities. The members of the forum may avail of the office premises of the Chairperson and the secretarial staff, only for the limited purpose of attending the sittings of the Forum on the days on which they are scheduled to be held and dictating the decisions of the forum to the secretarial staff appointed for the above purpose without causing any inconvenience or prejudice to the normal use of office premises and secretarial staff for discharging their normal functions.]

1Substituted as per Commission’s Notification No. TNERC/CGR&EO/6-1 dated 03.10.2005 (w.e.f. 07.12.2005) which before substitution stood as under:

“The office space, secretarial support and other facilities required by members for efficient functioning of forum shall be provided by the distribution licensee”

2Substituted as per Commission’s Notification No. TNERC/CGR&EO/6-7 dated 02.12.2013 (w.e.f. 25.12.2013) which before substitution stood as under:

“Another member shall be from a registered society of NGO or a consumer organization or a consumer activist and shall be nominated by the District Collector of the district where the forum is head quartered”

(8) Not withstanding anything contained in sub-clause 3(5), a Member (other than the Chairperson) may relinquish his office by giving in writing to the Licensee a notice of not less than two months.

(9) Notwithstanding anything contained in sub-clause 3(5), where the Commission is satisfied that in the public interest or for the reason of incapacity of any Member, it is necessary so to do, it may for reasons to be recorded in writing remove any Member from his office.

4. Subject to the other provisions of these Regulations, the forum shall have jurisdiction to entertain the complaints within the jurisdiction of the distribution licensee. If there is more than one forum in the same Licensee’s area, then the area of jurisdiction may be decided by the Licensee in accordance with sub-clause 3(2).

5. The forum shall take up any kind of grievances/complaints as defined in clause 2 (f) of these Regulations. However, the consumer’s grievances concerned with

(i) unauthorized use of electricity as detailed u/s 126 and
(ii) offences and penalties as detailed u/s 135 to 141 of the Electricity Act 2003 are excluded from the purview of this forum.
6. (1) The Licensee shall notify details such as the address, telephone numbers and email address of the Forum often in the media. The Licensee shall make available copies of the procedure for lodging complaints to the Complainants at free of cost. The applications/bills/receipts issued by the Licensee to the consumers shall contain the address of the concerned Consumer Grievance Redressal Forum and the statement 'Complainants whose grievance is not redressed by the official of the Licensee may approach the Consumer Grievance Redressal Forum' shall also be printed on it.

(2) Every grievance to the forum must be submitted in writing to the Chairperson of the forum in the complaint format given in Annexure-I. The complaint can also be lodged through email to the respective forum's email ID (which will be published by them widely). Such mode of complaint can be in text format with the required information and address of the complainant.

7. (1) On receipt of the grievance from any complainant, the chairperson shall make endorsement on the grievance subscribing his dated initial. Grievances received shall be registered and serially numbered for each year.

(2) Within [five] working days of receipt of a consumer grievance, the forum shall send an acknowledgement to the complainant. If the grievance / petition is anonymous, the same shall be rejected on receipt and placed before the forum in the next available opportunity for recording the same.

(3) On receipt of a complaint and following the procedure mentioned under sub-clause 7.1, the forum may, by order allow the complaint to be proceeded with or reject. Provided that the complainant shall be informed in writing if the complaint is rejected. Provided further that the admissibility of the complaint shall ordinarily be decided within 10 working days from the date on which the complaint was received. Where a complaint is allowed to be proceeded, the forum may proceed with the complaint in the manner provided under these Regulations.

[seven]

(4) A copy of the admitted complaint shall be forwarded simultaneously to the nodal officer of the concerned licensee for redressal or to file objection in writing if the licensee is not agreeable to the request of the complainant.

(5) The licensee shall furnish the para-wise comments on the grievance [to the forum and the complainant] within 10 days of receipt of the letter from the forum, failing which the forum shall proceed on the basis of the material record available. The complainant can represent himself or through a representative...
of his choice. Where the complainant or his representative fails to appear on the date of hearing before the forum, the forum may \[decide it on merits\].

(6) The forum shall be entitled to call for any record of the licensee and also from the complainant in respect of the grievance received by the forum for examination and disposal of the grievances.

(7) \[On receipt of the remarks from the licensee or otherwise, the forum shall initiate enquiry in regard to the complaint after serving a notice of the said enquiry on the complainant and the licensee concerned, mentioning “date, time and venue” of the enquiry by registered/speed post/special messenger and complete the said enquiry expeditiously and pass appropriate order on the complaint within a maximum period of fifty days from the date of receipt of complaint by the forum.\]

(8) All decisions shall be taken by a majority of votes by the members present and in the event of the equality of the votes, the facts may be recorded and referred to the Electricity Ombudsman for final orders. All the members present shall sign every order passed by the forum. \[The decisions of the forum shall be strictly in accordance with the provisions of the Act, the rules and regulations made thereunder and in particular the Tamil Nadu Electricity Supply Code and the Tamil Nadu Electricity Distribution Code and the directions of the Commission and it is not open to the Members and the Chairperson of the Forum to deviate either expressly or impliedly from the provisions of the Act or the rules or regulations made thereunder or the Tamil Nadu Electricity Supply Code or the Tamil Nadu Electricity Distribution Code or the directions of the Commission while taking the decisions by the forum.\]
(9) The proceedings and decisions of the forum along with timeframe for compliance shall be recorded and communicated to the complainant and licensee for compliance.

(10) The licensee shall implement the decisions of the forum within the timeframe specified in the order and report compliance to the forum within 5 days of the implementation of the order.

(11) In respect of grievances on non implementation of standards of performance of licensee on consumer service specified by the Commission under section 57(1) of the Electricity Act 2003, if the forum finds that there was default of the licensee, it shall only hold that the consumer is entitled to the compensation and shall state that, the consumer if agreed, can accept the compensation prescribed by the Commission in the relevant Regulations.

(12) The Chairman of the forum may pass such interim orders on the request of the complainant as he may consider appropriate in the interest of the complainant after hearing both sides subject to issue of final order by the forum.

Provided that in case of dispute in regard to payment of current consumption charges the interim relief shall not be granted unless the complainant deposits with the designated authority/office of the licensee the amount as specified in clause (a) or (b) under the proviso to sub-section (1) of section 56 of the Act.

(13) Once a petition for interim relief is filed with the Consumer Grievance Redressal Forum, the electricity supply to the consumer shall not be disconnected except in accordance with the provisions of the Act, regulations and orders.

(14) The application seeking interim relief shall be registered within three working days from the date of receipt of complaint.

(15) The interim orders shall be passed within ten days from the date of receipt of the complaint.]

1 Inserted as per Commission’s Notification No. TNERC/CGR&EO/6-10 dated 8.9.2014(w.e.f 22.10.2014),
Any consumer aggrieved by an order made by the Forum may prefer an appeal against such order to the Electricity Ombudsman within a period of 30 days from the date of the order, in the form as prescribed in Annexure III.]

Provided that the Electricity Ombudsman may entertain an appeal after the expiry of the said period of 30 days if the Electricity Ombudsman is satisfied that there was sufficient cause for not filing it within that period.

Provided further that the Electricity Ombudsman shall entertain no appeal by any party, who is required to pay any amount in terms of an order of the forum, unless the appellant has deposited in the prescribed manner, twenty five percent of the amount as ordered by the forum.

The forum shall submit a report to the Commission on the category-wise number of complaints received, redressed and pending for every quarter of calendar year in the Format given in Annexure-II.

PART - III ELECTRICITY OMBUDSMAN

(1) The Tamil Nadu Electricity Regulatory Commission will designate / appoint one or more persons to be known as Electricity Ombudsman to carry out the functions entrusted to him by these Regulations.

[(2) The minimum age of the person to be considered for appointment as Electricity Ombudsman shall be 50 years]

(3) The appointment of Electricity Ombudsman under this clause may be made for a period not exceeding three years. Provided that the tenure of an Electricity Ombudsman, may be extended by the Commission for further period not exceeding three years subject to an overall age limit of 65 years.

(4) The Electricity Ombudsman appointed under sub-clause 10(1) shall devote his whole time to the affairs of his office.

(5) Where the Commission is satisfied that in the public interest or for the reason of incapacity of the Electricity Ombudsman, it is necessary so to do, it may for reasons to be recorded in writing and by giving him three months’ notice or by paying three months’ consolidated emoluments in lieu of the notice period, remove any Electricity Ombudsman from his office.
11 The territorial limits of Electricity Ombudsman extend to the whole of the State of Tamil Nadu. If the Commission appoints more than one Ombudsman, the Commission shall specify the territorial limits.

12 The office(s) of the Electricity Ombudsman(s) will be located at such place(s) as may be specified by the Commission. In order to expedite disposal of complaints, the Electricity Ombudsman may hold sittings at such places within his area of jurisdiction as may be considered necessary and proper by him in respect of a complaint or reference, as the case may be, before him.

13 [The Electricity Ombudsman appointed / designated should be a person with ability, integrity, enjoying high reputation and should have qualification in electrical engineering with experience in electricity sector. Experience in various wings of distribution utility and knowledge of law would be an additional qualification.]²

14 The [salary]³ and other perquisites payable to Electricity Ombudsman will be determined by the Commission from time to time and shall be borne by the Distribution licensees in such proportion and in such manner as may be determined by the Commission.

15 The Electricity Ombudsman shall be provided with a secretariat. The staff pattern and salary etc., shall be approved by the Commission. The cost of the secretariat will be shared by distribution licensees in such proportion as may be determined by the Commission.

16 The Electricity Ombudsman shall have the following powers and duties.

(a) To receive the appeal petitions against the order of the consumer grievance redressal forum and consider such complaints and facilitate their satisfaction or settlement by agreement, through conciliation and mediation between a licensee and the aggrieved parties or by passing an award in accordance with the Act and Rules or Regulations made thereunder.

(b) The Electricity Ombudsman shall exercise general powers of superintendence and control over his office and shall be responsible for the conduct of business thereat.

(c) The Electricity Ombudsman shall have the powers to incur expenditure on behalf of the office. In order to exercise such power, the Electricity Ombudsman will draw up an annual budget for his office in consultation with Commission and shall exercise the powers of expenditure within the approved budget. The Commission

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¹Substituted as per Commission’s Notification No. Notification No. TNERC / CGRF&EO /6-5/ dated 23.11.2011 (w.e.f.14.12.2011) which before substitution stood as under:
²[2] The minimum age of the person to be considered for appointment as Electricity Ombudsman shall be 58 years.
³Substituted as per Commission’s Notification No. Notification No. TNERC / CGRF&EO /6-5/ dated 23.11.2011 (w.e.f.14.12.2011) which before substitution stood as under:
[The Electricity Ombudsman appointed / designated should be a person with ability, integrity, conversant with the working of electricity sector and enjoying high reputation.]
will indicate the share of expenditure to be borne by the distribution licensees.

17

(1) Any consumer, who is aggrieved on the order on the grievance or non-redressal of his grievances by Forum constituted under section 42(5) of the Electricity Act 2003 (Central Act 36 of 2003) by licensees relating to providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman in the form as in Annexure III. Complaints of common nature (which may be considered applicable to more than one Forum) can be directly brought upto Electricity Ombudsman by any of the consumer or by a State Level Consumer Association in the form as prescribed in Annexure III.¹

(2) The complaint shall be in writing duly signed by the complainant or his authorized representative in the form as prescribed in Annexure III.

Note: The Licensees shall ensure that the address of the Electricity Ombudsman to whom the appeals could be made by the consumers against the order of the Forum are displayed in their premises. The licensees shall also ensure that copies of these Regulations are made available to the consumers on payment of a cost, which shall not be more than the cost of printing or reproduction.²

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¹Substituted as per Commission’s Notification No. TNERC / CGRF&EO /6-6/ dated 22-03-2013 (w.e.f.01-05-2013) which before substitution stood as under:

[(1) Any consumer, who is aggrieved on the order on the grievance or non-redressal of his grievances by forum constituted under section 42 (5) of the Electricity Act 2003 by licensees relating to providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman. Complaints of common nature (which may be considered applicable to more than one forum) can be directly brought upto Electricity Ombudsman by a State level Consumer Association.

2Substituted as per Commission’s Notification No. TNERC / CGRF&EO /6-6/ dated 22-03-2013 (w.e.f.01-05-2013) which before substitution stood as under:

(2) The complaint shall be in writing duly signed by the complainant or his authorized representative and shall state clearly the name of the individual or the organization, postal address, telephone number and email address (if any) of the complainant.
(3) after Annexure II, the following shall be added, namely: **ANNEXURE-III**

(4) No complaint to the Electricity Ombudsman shall lie unless:

1. The complainant had before making a complaint to the Electricity Ombudsman made a written representation to the forum of the licensee named in the complaint and either the forum had rejected the complaint or the complainant had not received any reply within a period of 50 days from date of filing of the grievance or the complainant is not satisfied with the reply given to him by the forum.

Provided that this shall not be applicable to the complaints of common nature described under sub-regulation(1).

2. The complaint is made within three months after cause of action has arisen.

3. The complaint, which is not settled, is not in respect of the same subject, which was settled through the office of the Electricity Ombudsman in any previous proceedings whether received from the same complainant or along with one or more complainants or anyone or more of the parties concerned with the subject matter;

4. The complaint is not frivolous or vexatious in nature.

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1 Substituted as per Commission’s notification No.TNERC/CGRF&EO/6-6/dated 22.3.2013(w.e.f 01.5.2013)

2 Substituted as per Commission’s Notification No.TNERC/CGRF&EO/6-10, dated 8.9.2014 which before substitution stood as under:

[(a) The complainant had before making a complaint to the Electricity Ombudsman made a written representation to the forum of the licensee named in the complaint and either the forum had rejected the complaint or the complainant had not received any reply within a period of two months from date of filing of the grievance or the complainant is not satisfied with the reply given to him by the forum. This shall however not be applicable to the complaints of common nature described under clause 17 (1).]
18 The Electricity Ombudsman may reject the complaint at any stage if it appears to him that the complaint made is;
   (a) frivolous, vexatious, malafide; or
   
   (b) without any sufficient cause or;
   
   (c) that it is not pursued by the complainant with reasonable diligence or;
   
   (d) prima facie, there is no loss or damage or inconvenience caused to the complainant.

19 (1) For the purpose of carrying out his duties, an Electricity Ombudsman may require the licensee named in the complaint to furnish certified copies of any document relating to the subject matter of the complaint, which is or is alleged to be in its possession, within 15 days. Provided that in the event of failure of a licensee, without any sufficient cause, to comply with the requisition made under this clause, the Electricity Ombudsman may, if he deems fit, draw the inference that the information, if provided, or copies, if furnished, would be unfavourable to the licensee and proceed to settle the case on that basis.

   (2) The Electricity Ombudsman shall maintain confidentiality of any information or document coming into his knowledge or possession in the course of discharging his duties and shall not disclose such information or document to any person except with the consent of the person furnishing such information or document. Provided that nothing in this clause shall prevent the Electricity Ombudsman from disclosing information or document furnished by a party in a complaint to other party or parties, to the extent considered by him to be reasonably required to comply with the principles of natural justice and fair play in the proceedings.

20 (1) As soon as it may be practicable to do, the Electricity Ombudsman shall cause a notice of the receipt of any complaint along with a copy of the complaint to the concerned office of the licensee named in the complaint and endeavour to promote a settlement of the complaint by agreement between the complainant and the licensee named in the complaint through conciliation or mediation.

   (2) For the purpose of facilitating settlement of the complaint, the Electricity Ombudsman may follow such procedures, as he may consider appropriate.

   (3) When a complaint is settled, through mediation of the Electricity Ombudsman, undertaken by him in pursuance of request made in writing by complainant and licensee through mutual agreement, the Electricity Ombudsman shall have the settlement recorded and signed in his presence and cause issuance of orders on the settlement of grievances by mutual agreement.

21 (1) Where the complaint is not settled by agreement under clause 20, the Electricity Ombudsman may determine the stage, the manner, the place, the date and the time of the hearing of the matter as the Electricity Ombudsman may consider appropriate.
(2) The Electricity Ombudsman may decide the matter on the pleadings by oath of both the parties and direct the parties to written note of arguments or submission in the matter. The parties can be represented in person or through representatives of their choice.

(1) Where the complaint is not settled by agreement under clause 20, the Electricity Ombudsman shall pass a speaking order with detailed reasoning that he thinks fair in the facts and circumstances of a claim.

(2) The order shall be in writing and shall state the full details of the award to the complainant and licensee.

(3) The Electricity Ombudsman shall pass an award within a period of three months from the date of receipt of the complaint.

(4) A copy of the award shall be sent to the complainant and the licensee named in the complaint. A copy of the award may also be sent to the concerned forum for information.

(5) The Licensee shall comply with the award within the period specified in the award and shall intimate the compliance to the Electricity Ombudsman.

1[(6) The Ombudsman may on his own or on the application of any of the persons or parties concerned within 30 days of the making of the decision, direction or order review such decision, direction or order on the ground that such decision, direction or order was made under a mistake of fact, ignorance of any material fact or any error apparent on the face of the record.]

(a) The application for such review shall contain the name and address of the petitioner, Order Number & date of the Electricity Ombudsman and the grounds for review i.e, (i) mistake of fact (ii) ignorance of material fact (iii) error apparent on the face of the record.] 1

2[(7) Non compliance of the orders of the Forum or the Electricity Ombudsman shall attract proceedings under section 142 of the Act.] 2

(1) The Electricity Ombudsman shall send to the Commission, by 1st May every year, a report containing a general review of the activities of his office during the preceding financial year and shall furnish such information as the Commission may direct.

(2) The Commission may, in the public interest, publish the report and the intimation from the Electricity Ombudsman in such consolidated form or otherwise as it deems fit.

Nothing contained in these Regulations shall affect the rights and privileges of the consumers under any other law for the time being in force, including the Consumer
Protection Act, 1986 (68 of 1986).

1 Inserted as per Commission's Notification No.TNERC/CGRF & EO/6-9, dated 18.6.2014 (w.e.f 9.7.2014)
2 Inserted as per Commission's Notification No.TNERC/CGRF & EO/6-10, dated 8.9.2014 (w.e.f 22.10.2014)

25 If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may by general or special order, direct the licensee to take suitable action, not being inconsistent with the Electricity Act 2003, which appears to it to be necessary or expedient for the purpose of removing difficulties.

26 The Commission may, at any time add, modify, delete or amend any provision of these Regulations subject to the provision of the Electricity Act. 2003.

(By order of the Tamil Nadu Electricity Regulatory Commission)

Secretary
ANNEXURE - I

COMPLAINT FORMAT

(Please tick (✓) in the box whichever is applicable)

1) SERVICE CONNECTION RELATED

i) FOR NEW SERVICE (TYPE)
   Domestic  [ ]  Commercial  [ ]
   Industrial [ ]  Agriculture  [ ]
   Other Services [ ]

ii) FOR EXISTING SERVICE: Service No.

   Additional Meter  [ ]  Defective Meter / Replacement of Meter  [ ]
   Capacity Enhancement [ ]
   Additional Load [ ]  Conversion to 3 Phase [ ]
   Shifting Of Service [ ]
   Name Transfer [ ]  Tariff Change [ ]
   Bill Revision [ ]
   Deficiency in Services [ ]  Other Complaint [ ]

a) Date of Application

b) Date of payment made if any

c) Address of the location of the existing / proposed service connection

   

d) Name, Designation and address of the Officer concerned

   

2) Licensee’s employee against whom complaint is made
   (for more than one person fill in separate form)

   NAME
   DESIGNATION
   OFFICE
   ADDRESS

   

NATURE OF COMPLAINT

i) Discourtesy

ii) Denial of requisite information

iii) WANTON DELAY ON ACCOUNT OF

- Registration of application
- Acceptance of payment
- Fixing of meter
- Effecting service connection

iv) QUALITY OF POWER SUPPLY

- Low Voltage (Generally)
- Voltage Fluctuation (Generally)
- Frequent Interruption of supply
- Any other Problem

From (Hrs) To (Hrs)

From (Hrs) To (Hrs)

From (Date) To (Date)

From (Date) To (Date)

v) DEMAND / ACCEPTANCE OF BRIBE

i) Bribe demanded

- Time
- Date
- Place

ii) Bribe accepted by officer directly

- through the agent

Amount paid Rs

- Time
- Date
- Place

3) GENERAL (Descriptive details of the above or other matters)

-----------------------------------------------------------------------------

-----------------------------------------------------------------------------

Telephone Number

Signature of the Complainant

Mail ID

Date:

Address of the Complainant

NOTE: Strike out whichever is not applicable ii) Send separate sheet if necessary to cover details iii) Complainant is assured that there will be no harassment for giving this complaint iv) Complete postal address of the complainant is essential for taking action.
Annexure-II
Consumer Grievance Redressal Monitoring Report

<table>
<thead>
<tr>
<th>Sno</th>
<th>Complaints Status</th>
<th>Nature of Complaints</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Delay in effecting supply</td>
<td>Quality of voltage</td>
</tr>
<tr>
<td>1</td>
<td>Complaints Pending during the starting of the last quarter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Complaints Received during the last Quarter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Total complaints</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Complaints Attended during last quarter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Balance Complaints to be attended</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Complaints pending for more than 3 months but less than 6 months</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Complaints pending for more than 6 months</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: The present stage for each complaint pending for more than six months may be furnished separately.
**ANNEXURE III**

FORM FOR FILING COMPLAINT BEFORE ELECTRICITY OMBUDSMAN

(see regulation 8)

(To be submitted in duplicate)

<table>
<thead>
<tr>
<th>for office use:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal Petition Number :</td>
</tr>
<tr>
<td>Date of receipt :</td>
</tr>
<tr>
<td>Signature of E.O. :</td>
</tr>
</tbody>
</table>

I. **Consumer Details**:  
(a) Name of the Consumer :  
(b) Postal address :  
(c) Consumer Service Connection No :  
(d) Address / Location of the Service connection :  
(e) Consumer Category  
   (i) HT/LT/  
   (ii) Domestic/Comml/ Industry/Agri/others  
(f) Phone No :  
(g) Fax No. :  
(h) Email (if any) :  

II. **Details of the Licensee against whom complaint is made**:  
(a) Name/Designation of the Respondent(s) :  
(b) Name of the Division & address :  
(c) Name of the Sub-Division & address :  
(d) Name of section & address :  

III. **Details of the Consumer Grievance Redressal Forum**:  
(a) Name :  
(b) Address :  
(c) Phone No. :  
(d) Fax No. :  

IV. **Date of Submission of Grievance to the CGRF** :
V. Brief Description of Complaint made to the CGRF (Details may be annexed separately. Copy of complaint sent to the CGRF shall be attached along with enclosures).

VI. Whether the consumer has received final orders from the CGRF:
(a) If yes, attach a copy of the orders of CGRF.

(b) If no, whether 2 months have since passed without any reply from the CGRF.

VII. Explain how the relief ordered by the CGRF Forum does not meet the justice demanded in the complaint.

VIII. Relief sought from the Electricity Ombudsman (Details may be annexed separately).

IX. Additional information/points if any in support of the relief sought from the Electricity Ombudsman (Enclose documentary evidence also if any).

X. Quote specific reference to Electricity Act licensee conditions & regulations, code, standards, directions & instructions issued by TNERC if any.

XI. In case of any order of the CGRF to pay certain amount, whether 25% of the amount as ordered by the forum has been deposited in the manner prescribed (attach copy of receipt issued by competent authority).

XII. Whether the appeal has been made within 30 days from the date of order.

XIII. If not state the reasons for the delay.

DECLARATION
(a) I/We the Consumer/s herein solemnly declare that and sincerely state as follows:
(1) That the information furnished herein above is true and correct.
(2) That I/We have not concealed or misrepresented any fact stated in herein above and the documents submitted herewith are true copies of the original documents.

(b) Strike out the following which are inapplicable.
(i) That I/We made a written representation to the Forum of the licensee named in the complaint before filing this appeal.

(ii) The forum rejected the complaint.

(iii) That I/We have not received any reply for 2 months from the date of filing of complaint.

Note: This is not applicable to complaints of common nature described under clause 17.

(c) The subject matter of my/our representation has not been settled through the office of the Electricity Ombudsman in any previous proceedings whether received from me/us or along with one or more complainants or anyone or more of the parties concerned with the subject matter.

(d) The subject matter of the present representation does not pertain to the same subject matter for which any proceedings before any court is pending or decree or award or a final order has been passed by any competent court.

Place: ........................................

(Appellant/Complainant)

Date: ........................................

(Name of the Consumer /Authorised representative)
Nomination

If the consumer wants to nominate his/her representative to appear and make submission on his/her behalf before Electricity Ombudsman or to the office of the Electricity Ombudsman, the following declaration should be submitted.

I/We .......................... hereby nominate Thiru./Tmt........................residing at .................................................... .............................................. as my/ our authorised representative in the proceedings before the Electricity Ombudsman against the order of CGRF in petition No. . . . and further authorise the said representative to present my/our case before the Ombudsman orally and in written form and to further authorise the said representative to facilitate settlement of complaint by agreement in accordance with regulation 20 and when the complaint is not settled under regulation 20, to plead on oath and file written note of arguments or submission before the Ombudsman under regulation 21.

Signature of the representative & Date

Signature of the Consumer & Date.

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1 Inserted as per Commission’s Notification No. Notification No. TNERC / CGRF&EO /6-6/ dated 22-03-2013 (w.e.f.01-05-2013)